



17 December 2014

Ms Illana Halliday
Chief Executive Officer
Aged & Community Services Association NSW & ACT
Level 3, 9 Blaxland Road
RHODES NSW 2138

Dear Ms Halliday

Aged & Community Services Association NSW & ACT Financial Report for the year ended 30 June 2014 - [FR2014/210]

I acknowledge receipt of the financial report of the Aged & Community Services Association NSW & ACT (the reporting unit). The documents were lodged with the Fair Work Commission (FWC) on 10 October 2014. I also acknowledge supplementary information I received from the Branch Office Manager, Mira Sandre, on the 17 December 2014.

The financial report has now been filed.

The financial report was filed based on a primary review. This involved confirming that the financial reporting timelines required under s.253, s.265, s.266 and s.268 of the *Fair Work (Registered Organisations) Act 2009* (RO Act) have been satisfied, all documents required under s.268 of the RO Act were lodged and that various disclosure requirements under the Australian Accounting Standards, RO Act and reporting guidelines have been complied with. A primary review does not examine all disclosure requirements.

Please note that the financial report for the year ending 30 June 2015 may be subject to an advanced compliance review.

I make the following comments to assist you when you next prepare a financial report. You are not required to take any further action in respect of the report lodged. The FWC will confirm these concerns have been addressed prior to filing next year's report.

Document not lodged

Missing document

Section 268 of the RO Act requires that a reporting unit must lodge with the FWC within 14 days after the general meeting referred to in section 266 of the RO Act, a copy of the full report and a certificate by a prescribed designated officer that the documents lodged are copies of the documents provided to members and presented to a meeting in accordance with section 266.

The Designated Officers Certificate was not lodged with the financial report on the 10 October 2014. It was subsequently provided on the 17 December 2014 following a conversation I had with the Branch Office Manager, Mira Sandre.

Please note that s.268 is a civil penalty provision.

Statement of financial position

Disclosure of employee provisions to other employees

The provisions note to the financial statements has disclosed long service leave separately for employees, but does not separately disclose annual leave, separation and redundancies and other employee provisions provided for employees.

The Reporting Guidelines require that all employee provisions be detailed separately (refer to items 20(d)).

Please note that Reporting Guideline 21 states that if the activities identified in item 20 have not occurred in the reporting period, a statement of this effect must be included in the GPFR.

Supplementary Statements

Supplementary Statement 1 - Activities under Reporting Guideline not disclosed

The Reporting Guidelines require the disclosure of certain items even if it's a 'nil' disclosure. Supplementary statement 1, which Mira Sandre confirmed was provided to members along with the full report, seeks to address these disclosure requirements.

On review of the items identified in supplementary statement 1, it appears that the Reporting Guideline paragraphs refer to are the 3rd edition Reporting Guidelines not the current Reporting Guidelines. The 4th edition Reporting Guidelines were published and Gazetted on the 13 June 2014. These Reporting Guidelines apply to each financial year of a reporting unit that ends on or after 30 June 2014. The Director Regulatory Compliance Branch, Mr Chris Enright, wrote to each reporting unit on the 13 June 2014 informing them of the Gazetting of these updated Reporting Guidelines and provided a link to the FWC website to access them.

Please ensure that in future years the relevant Reporting Guidelines for that particular reporting period are used when preparing the general purpose financial report (GPFR).

In the Independent Auditor's Report no reference has been made to the supplementary statements provided therefore it would appear that they did not form part of the audit scope and as such are unaudited. FWC is unable to accept this information and it cannot be used in the assessment of the financial report therefore the reporting unit has not complied with all the requirements within the Reporting Guidelines.

I also make the following comment in relation to the presentation of the information in supplementary statement 1. From a Members point of view, listing only the paragraph numbers and not providing a description of the item does not present them with meaningful information. For them to understand the information provided, it would require them to obtain a copy of the Reporting Guidelines and read them in conjunction with the full report.

Please note that in future years all relevant and required financial disclosures must be included in the GPFR which has been subject to the full statutory audit and included in the Auditors opinion.

Supplementary Statement 2 - Reporting Guidelines 36 and 37

As discussed above, the 4th edition of the Reporting Guidelines were Gazetted on the 13 June 2014. Within these reporting guidelines the disclosure requirements referred to in supplementary statement 2 (paragraphs 36 and 37) have been removed.

The information provide in supplement statement 2 is no longer required and in future years does not need to be disclosed.

Committee of Management Statement

Reporting Guidelines paragraph 36 states that the Committee of Management Statement must:

- a) be made in accordance with such resolution as is passed by the committee of management of the reporting unit in relation to the matters requiring declaration;
- b) specify the date of passage of the resolution;
- c) be signed by a designated officer within the meaning of section 243 of the RO Act; and
- d) be dated as at the date the designated officer signs the statement.

Although a) - c) have been provided, the Committee of Management Statement was not dated. I note that in the Annual Report a Directors' Declaration is provided which appears to also be the Committee of Management Statement. This has been dated. Item (f) states that *there has been*

no recovery of wages activity’ however the Committee of Management Statement provides the resolution requirements when recovery of wages activity has been undertaken.

In future years only one (1) Committee of Management Statement or, if the reporting unit prefers to call it the Directors’ Declaration, needs to be lodged with the FWC.

Reporting Requirements

On the FWC website a number of factsheets in relation to the financial reporting process and associated timelines are available. The most recent copy of the Reporting Guidelines and a model set of financial statements can also be found. The FWC recommends reporting units use this model as it will assist in ensuring compliance with the *Fair Work (Registered Organisations) Act 2009*, the s.253 Reporting Guidelines and the Australian Accounting Standards. Access to this information may be obtained via [this link](#).

Should you wish to discuss the matters raised in this letter, or if you require further information on the financial reporting requirements of the Act, I may be contacted on (03) 8661 7886 or via email at joanne.fenwick@fwc.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Joanne Fenwick', with a long horizontal stroke extending to the right.

Joanne Fenwick
Financial Reporting Specialist
Regulatory Compliance Branch

Aged & Community Services NSW & ACT

s.268 Fair Work (Registered Organisations) Act 2009

CERTIFICATE BY PRESCRIBED DESIGNATED OFFICER¹

Certificate for the period ended 30 June 2014

I Vivienne Allanson being the *President* of Aged & Community Services NSW & ACT certify:

- that the documents lodged herewith are copies of the full report *[and the concise report]*² for the office of Aged & Community Services NSW & ACT for the period ended 30 June 2014 referred to in s.268 of the *Fair Work (Registered Organisations) Act 2009*; and
- that the *[full report OR concise report]*³ was provided to members of the reporting unit on 15 September 2014 allowing 21 days before the AGM; and
- that the full report was presented to *[a general meeting of members OR a meeting of the committee of management]*⁴ of the reporting unit on 07 October 2014 in accordance with s.266 of the *Fair Work (Registered Organisations) Act 2009*.

Signature of prescribed designated officer:



Name of prescribed designated officer: Vivienne Allanson

Title of prescribed designated officer: **President**

Dated: 04 December 2014

¹ Regulation 162 of the Fair Work (Registered Organisations) Regulations 2009 defines a 'prescribed designated officer' of a reporting unit for the purposes of s.268(c) as:

(a) the secretary; or

(b) an officer of the organisation other than the secretary who is authorised by the organisation or by the rules of the organisation to sign the certificate mentioned in that paragraph.

² Only applicable where a concise report is provided to members.

³ Adjust certificate as appropriate to reflect the facts.

⁴ Adjust certificate as appropriate to reflect the facts.



Aged & Community
Services NSW & ACT

08 October 2014

Mr Stephen Kellett
Organisations, Research & Advice
Fair Work Australia
80 William Street
EAST SYDNEY NSW 2011



Dear Mr Kellett

**RE LODGEMENT OF FINANCIAL DOCUMENTS FOR YEAR ENDED 30 JUNE 2014 – FAIR
WORK (REGISTERED ORGANISATIONS) ACT 2009 (“THE FW(RO) ACT”) – AGED &
COMMUNITY SERVICES ASSOCIATION OF NSW & ACT INCORPORATED (FR2012/366)**

In accordance with s.255 of the Fair Work (Registered Organisations) Act 2009 (the RO Act). This company is required to prepare annual general purpose financial reports in accordance with the Australian Accounting Standards.

The following documents are signed by the prescribed designated Officer and lodged:

1. Supplement Statement 1
2. Supplement Statement 2
3. Operating Report
4. General Meeting of Members Statement
5. Copy of the full report
6. Notice that the full report was provided to ACS members 21 days before the Annual General Meeting according to s.265(5)(a).
7. Minutes of when the Annual General Meeting was held in accordance with s.266(1) & (2).

Should you require anything further please don't hesitate to contact Mira Sandré, Office Manager on 02 8754 0400.

Yours faithfully

Illana Halliday
CHIEF EXECUTIVE OFFICER

Vivienne Allanson
PRESIDENT

SUPPLEMENTARY STATEMENT 1

I, Vivienne Allanson being the President and prescribed officer of the Aged & Community Services NSW & ACT declare that in relation to the financial statements and accounts in accordance to The Reporting Guidelines ('RGs') for the year ending 30 June 2014 are as follows:

1. In accordance with The Reporting Guidelines paragraphs 10, 11, 12,13,15,19,21,23,25 & 27-32 have not occurred in the reporting period.
2. In accordance with The Reporting Guidelines paragraph 17 has not occurred in the reporting period apart from 17(g) which states the following:
 - (a) Salaries and wages – 1,880,045
 - (b) Superannuation – 200,828
 - (c) Leave and other entitlements – 330,920
 - (d) Separation and redundancy – 2,058
 - (e) Any other employee expense – 1,322
3. In accordance with The Reporting Guidelines paragraphs 34 & 35 has not occurred in the reporting period.

Signed



Name (Position)

PRESIDENT

Date

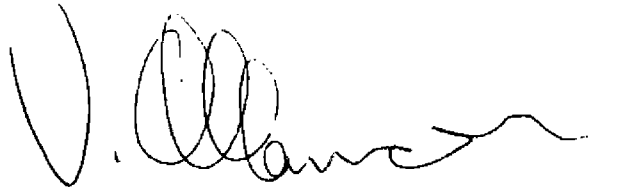
SUPPLEMENTARY STATEMENT 2

I, Vivienne Allanson being the President and prescribed officer of the Aged & Community Services NSW & ACT declare that in relation to the financial statements and accounts in accordance to The Reporting Guidelines ('RGs') for the year ending 30 June 2014 are as follows:

1. In accordance with The Reporting Guidelines paragraph 36 did not occur in the reporting period.
2. In accordance with The Reporting Guidelines paragraph 37, the *name* of each officer and/or employee of the reporting unit who is a director of a company or a member of a board (other than a superannuation scheme or entity referred to in Guideline 36) and, with respect to each such officer and/or employee, (a) *the name of the company or board*; (b) *the principal activities of the company or board*; and (c) *whether the officer or employee holds the position because they are an officer or employee of the reporting unit or were nominated for the position by the reporting unit or by a peak council*, is as follows:

Viv Allanson	CEO	Maroba	Employee
Paul Sadler	CEO	Presbyterian	Employee
Alexandra Karen Zammit	CEO	Thomas Holt	Employee
Louise Watters (Casual Vacancy)	CEO	Port Stephens Veteran of Citizens Aged Care	Employee
David Goodhew	Managing Director	Anglicare Chesalon	Employee
Phillip Armstrong	CEO	Banksia Villages Limited	Employee
Stephen Teulan	CEO	UnitingCare Ageing	Employee
Mark Sewell	CEO	Warrigal Care	Employee
Rob Freeman	CEO	Anglican Retirement Village	Employee
Raad Richards	CEO	Carrington Centennial	Employee
Stephen Walkerden	CEO	United Protestant Association of NSW	Employee
Alexander Lachlan McLean Shaw	CEO	Royal Freemasons' Benevolent Institution	Employee
Ross Low	CEO	Baptist Community Services NSW & ACT	Employee
David Maher	Managing Director	Catholic HealthCare	Employee
Ron Thompson	CEO	RSL Lifecare	Employee

Signed

A handwritten signature in black ink, appearing to be 'V. Williams', written over the printed name and title.

Name (Position)

PRESIDENT

Date

OPERATING REPORT

For the period ending 30 June 2014, I Vivienne Allanson being the President and prescribed designated officer of the Aged & Community Services NSW & ACT attach the Operating Report with the relevant information as required below.

- In the Operating Report all relevant information as required under s.254(2)(a)(b)(c) & (d) have been identified.
- All relevant information as required under regulation 159(a) & (b) and s.254(2)(f) have been identified.
- Any relevant information as required under regulation 159(c) has been identified.

Signed

A handwritten signature in black ink, appearing to read 'V. Allanson', with a stylized flourish at the end.

Name (Position)

PRESIDENT

Date

COMMITTEE OF MANAGEMENT STATEMENT

On 04 September 2014 the Board Committee Meeting for Aged & Community Services NSW & ACT passed the following resolution in relation to the general purpose financial report for the year ended 30 June 2014.

The Board of Directors declare that in their 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;
- c) the financial statements and notes give a true and fair view of the financial performance, financial position and cash flows of the reporting unit for the financial year to which they relate;
- d) there are reasonable grounds to believe that the reporting unit 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 committee of management were held in accordance with the rules of the organisation including the rules of a branch concerned; and
 - ii. the financial affairs of the reporting unit have been managed in accordance with the rules of the organisation including the rules of a branch concerned; and
 - iii. the financial records of the reporting unit have been kept and maintained in accordance with the RO Act; and
 - iv. where the organisation consists of two or more reporting units, the financial records of the reporting unit have been kept, as far as practicable, in a manner consistent with each of the other reporting units of the organisation; and
 - v. where information has been sought in any request by a member of the reporting unit or General Manager duly made under section 272 of the RO Act, that information has been provided to the member or General Manager; and
 - vi. where any order for inspection of financial records has been made by the Fair Work Commission under section 273 of the RO Act, there has been compliance
- f) where the reporting unit has undertaken recovery of wages activity:
 - i. the financial report on recovery of wages activity has been fairly and accurately prepared in accordance with the requirements of the reporting guidelines of the General Manager; and
 - ii. the committee of management instructed the auditor to include in the scope of the audit required under subsection 257(1) of the RO Act all

recovery of wages activity by the reporting unit from which revenues had been derived for the financial year in respect of such activity; and

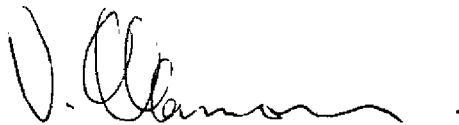
- iii. no fees or reimbursements of expenses in relation to recovery of wages activity or donations or other contributions were deducted from monies recovered from employers on behalf of workers other than as reported in the financial report on recovery of wages activity and the notes to the financial statements; and
- iv. that prior to engaging in any recovery of wages activity, the organisation has disclosed to members by way of a written policy all fees to be charged or reimbursement of expenses required for recovery of wages activity, and any likely request for donations or other contributions in acting for a worker in recovery of wages activity; and
- v. no fees or reimbursements of expenses in relation to recovery of wages activity or donations or other contributions were deducted from monies recovered from employers on behalf of workers until distributions of recovered money were made to the workers.

This declaration is made in accordance with a resolution of the Committee of Management

Signed

Name (Position)

Date


PRESIDENT



Aged & Community
Services NSW & ACT

16 September 2014

Dear Member

Hope to see you at this year's Annual General Meeting of Aged & Community Services NSW & ACT.

At this year's AGM we have a special resolution for consideration and will table the ACS Constitution and Rules. In order for ACS to comply with two separate major pieces of legislation and, under the guidance of the Fair Work Commission, we have had to modify several clauses in order to harmonise our Rules into one set.

Please find attached:

- ❖ Notice of a Special Resolutions Meeting
- ❖ Agenda
- ❖ Annual Report (*located on ACS Website*)
- ❖ ACS Constitution
- ❖ ACS Rules

The AGM will be held at 3.00pm on Tuesday, 07 October 2014 at our Rhodes Office. If you are unable to attend the AGM, please complete the attached proxy form and return it to:

ACS Secretary
PO Box 3124
RHODES NSW 2138

Kind regards,

Illana Halliday
Chief Executive Officer



Screen shot of ACS Website announcing the October AGM.



Aged & Community
Services NSW & ACT

Notice of Intention: Special Resolution

Harmonising ACS Rules into one Set

Background:

DECISION

Fair Work (Registered Organisations) Act 2009
s.159—Alteration of other rules of organisation

Aged & Community Services NSW & ACT
(R2013/16)

MR ENRIGHT MELBOURNE, 17 JUNE 2014
Alteration of other rules of organisation.

- [1] On 28 January 2014, the Aged & Community Services NSW & ACT (the ACS) lodged with the Fair Work Commission (the Commission) a notice and declaration setting out particulars of alterations to the rules of the ACS.
- [2] The particulars provide for the deletion of the entire existing rules of the ACS with the exclusion of the first sentence of rule 5 and sub-rules 1.2 and 5.1 and the insertion of new rules 1 to 74 into the rules of the ACS. The particulars also provide for the deletion of Appendices B and C to, and minor amendments to the First Schedule of, the rules of the ACS.
- [3] Proposed rules 67, 70, 71, 72, 73 and 74 to be inserted into the rules of the ACS were made for the purpose of complying with provisions of the Fair Work (Registered Organisations) Amendment Act 2012 (the Amendment Act) regarding the rules of registered organisations. In particular, the alterations provide for specified disclosures, the implementation of policies relating to expenditure and the mandatory training of officers with duties that relate to the financial management of the organisation.
- [4] The alterations to the other rules set out in the notice of particulars were made as a result of a new constitution (the Constitution) that was adopted when the ACS sought, and subsequently obtained, registration under the *Corporations Act 2001*. Significantly, the Constitution also contains clauses (proposed rules 7 and 9) which would have the effect of altering the eligibility rules of the ACS.
- [5] Regulation 126(1) of the *Fair Work (Registered Organisations) Regulations 2009* (the Regulations) requires an alteration of the rules of a registered organisation to be lodged within 35 days after is made or within any additional period that the General Manager (or the Delegate of the General Manager) may allow. The alterations were made by special resolution of the ACS during its annual general meeting of 1 October 2013.
- [6] Contained within the declaration of Ms Vivienne Allanson, President of the ACS, made on 24 January 2014 and lodged with the notice of particulars is a request for an extension of time to lodge the notice of particulars. The request notes that the ACS

- previously attempted to lodge a notice of particulars on 9 December 2013 and provides that the reason for the delay in the lodgement of the notice of particulars was due to the administrative burden associated with the ACS becoming registered under the *Corporations Act 2001*.
- [7] Pursuant to regulation 126(1) of the Regulations, I will grant the ACS an additional period of time to lodge the notice of particulars on 28 January 2014.
- [8] On the information contained in the notice, I am satisfied the alterations have been made under the rules of the organisation.
- [9] Given the difficulties of precisely ascertaining which of the sub-rules of proposed rules 7 and 9 as set out in the Constitution entail the alteration of the eligibility rules of the ACS, I have determined not to certify those proposed rules in their entirety. Further, given that the provisions of proposed rule 7 also pertain to matters which the Act requires the rules of an organisation to make provision for and that this proposed rule is intended to replace existing rule 5 in this regard, which also makes provision for such matters, I have also determined that existing rule 5 should be retained in its entirety.
- [10] I am satisfied that the proposed rules 7 and 9 are severable from the other alterations contained in the notice of particulars in light of the principles set out by the majority in *Re Food Preservers' Union of Australia* (1998) 79 ALR 138.
- [11] On 16 June 2014, Ms Allanson, gave consent, under subsection 159(2) of the *Fair Work (Registered Organisations) Act 2009* (the Act), for the Delegate to make various amendments to the alterations for the purpose of correcting typographical, clerical or formal errors. Accordingly the following corrections have been made:
- Proposed rule 1 - Defined Terms, has been renumbered as rule 1A;
 - Proposed rule 5 - Income and Property of Company, has been renumbered as rule 5A;
 - In the definition of "Member" in proposed rule 1.1, the reference to "clause 7" has been omitted and replaced with a reference to "clause 5";
 - In proposed rule 5.3, the references to "clause 5.1" and "clause 5.2" have been omitted and replaced with references to "clause 5A.1" and "clause 5A.2" respectively;
 - In proposed rule 5.4, the reference to "clause 5.3" has been omitted and replaced with a reference to "clause 5A.3";
 - In proposed rule 24.3(b), the words "(whether such a class is a class of new Members established pursuant to clause 7.3 after the date of adoption of this Constitution or a class of Members existing on adoption of this Constitution but whose rights have been varied in accordance with clause 7.3)" have been omitted;
 - In proposed rule 71.3, the words "An organisation" have been omitted and replaced with the words "The Company"; and
 - In proposed clause 3.1 of the First Schedule, the words "Workplace Relations (Registration and Accountability of Organisations) Regulations 2003" have been omitted and replaced with the words "Fair Work (Registered Organisations) Regulations 2009".
- [12] In my opinion, the alterations comply with and are not contrary to the Act, the Amendment Act, the *Fair Work Act 2009*, modern awards and enterprise agreements, and are not otherwise contrary to law. I certify accordingly under subsection 159(1) of the Act on the basis set above.

[2014] FWCD 3980



DELEGATE OF THE GENERAL MANAGER

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Aged & Community
Services NSW & ACT

ANNUAL GENERAL MEETING

OF

AGED & COMMUNITY SERVICES NSW & ACT AT 3.00PM ON
TUESDAY, 07 OCTOBER 2014

at

ACS Offices

Level 3, 9 Blaxland Road RHODES

(Parking not available on site. Please allow time for the walk from street parking or parking in the three hour limited Brays Bay Reserve. The premises are a short walk from Rhodes Railway Station)

PRESENTATION BY SPECIAL GUEST SPEAKER

VAUGHAN HARDING, ACSA PRESIDENT

Will be speaking on
DEVELOPING A NEW ACSA

RSVP: Mail@acs.asn.au

NOTICE OF ANNUAL GENERAL MEETING

You are hereby notified that the Annual General Meeting of Members has been called pursuant to the Rules of the Aged & Community Services NSW & ACT.

On 07 October 2014

Commencing at 3.00pm at

ACS Offices

Level 3, 9 Blaxland Road

Rhodes NSW 2138

AGENDA

1. Opening Prayer and Acknowledgement to the Traditional Owners
2. Present
3. Apologies
4. Verification of Attendance, Quorum & Declaration of Proxies for Aged & Community Services NSW & ACT.
5. Confirmation of Minutes of the previous Annual General Meeting held on 01 October 2013.

RECOMMENDATION:

That the minutes of the Annual General Meeting held on 01 October 2013 be confirmed.

6. Presentation of Annual Reports:
 - 6.1 President
 - 6.2 Committee Reports, as included in the Annual Report, are tabled for discussion or questions.
 - 6.3 Workforce Advisory Committee
 - 6.4 Residential Advisory Committee
 - 6.5 Community Advisory Committee
 - 6.6 Housing & Retirement Living Advisory Committee
 - 6.7 Learning & Development Advisory Committee
 - 6.8 Financial Issues Advisory Committee
 - 6.9 Procurement Advisory Committee
 - 6.10 Environmental Sustainability Advisory Committee

RECOMMENDATION:

That the ACS Advisory Committee Reports, as included in the Annual Report be accepted.

7. **Special Resolutions for consideration at this meeting.**

ACS must comply with 2 separate major pieces of legislation. The current Constitution complies with all aspects of the Corporations Act 2006. However, the Fair Work Commission expressed concerns that some clauses in the new Constitution are not compliant with the Fair Work (Registered Organisation) Act 2009. In order to harmonise our Rules into one set, we need to modify several clauses. The proposed modifications do not change the intent of the previously adopted Constitution however, they will make it clearer how the clauses are compliant with the Fair Work (Registered Organisation) Act 2009. Therefore, the Board commends the following Special Resolution to Members:

That the Constitution of Aged & Community Services NSW & ACT be amended in the following way:

1. Membership Admission rules:

Remove clause 7.3 (and renumber the clauses)

Subject to this Constitution and applicable law (including the Corporations Act), the Company in general meeting may by special resolution from time to time, determine, vary and replace:

- (a) The classes of membership of the Company (including the rights attaching, or not attaching, to a particular class of membership); and**
- (b) The qualifications for admission, and continued membership, in a particular class of membership.**

Amend clause 7.6 (a) (i) to include reference to employer.

7.6 Applications for membership of the Company:

(c) may be made by:

- (i) any not-for-profit employer organisation engaged directly or indirectly in the provision of care and support to people who are aged, have a disability, or those who are marginalised or disadvantaged, and which organisation is:**

2. Life Membership eligibility

Delete “individual” and insert “existing member” into the existing clause 9.1 (Life members).

9.1 The Directors may determine that an existing member be admitted as a Life Member if, in the opinion of the Directors, the person has had long and distinguished service in providing not-for-profit services for people who are aged, have a disability, or those who are marginalised or disadvantaged and:

3. Election Process

Insertion of clauses to clarify election process:

Within the First Schedule (which outlines the processes used by Australian Electoral Commission to conduct the election) the following 2 clauses be inserted and renumbering be done:

- 1.8 If the Returning Officer finds a nomination to be defective, the Returning Officer shall, before rejecting the nomination, notify the person concerned**

of the defect and, where practical, give the person the opportunity of remedying the defect within a period of not less than 7 days after the person is notified.

- 3.6 If a member who is entitled to vote at any election held under these rules will be absent from his/her usual address during a ballot, such member may apply to the Returning Officer for a ballot paper to be sent to him/her at an address which he/she nominates.

4. Use of the word 'Company'

- 4.1 In clause 71.3 the word 'organisation' be replaced by the word 'company'.
4.2 Replace the word 'Association' with 'Company' in the schedule.

RECOMMENDATION:

That the Notice of Intention of a Special Resolution be moved by members of ACS for the mentioned clauses to be modified and compliant with the Fair Work (Registered Organisations) Act 2009 and harmonies the Rules and Constitution into one set.

8. Special Guest Speaker – Vaughan Harding, ACSA President.
9. Other Business
10. Close

At the close of the meeting afternoon tea will be served and an opportunity to meet ACS Corporate Associates and Staff.

PROXY ARRANGEMENTS

AGED & COMMUNITY SERVICES OF NSW & ACT

- (1) A member entitled to attend and vote is entitled to appoint a proxy.
(2) The proxy must be an authorised representative of an entitled member.
(3) To be effective, duly completed proxy forms (and power of attorney or other authority, if any, under which it is signed) must be deposited at the registered office of the Association not less than one hour before the time appointed for the meeting.
(4) The instrument appointing a proxy (form attached) must be in writing signed by the member or its authorised representative or, if applicable, his or her attorney duly authorised in writing.



Illana Halliday
Chief Executive Officer

16 September 2014

AGED & COMMUNITY SERVICES NSW & ACT

INSTRUMENT APPOINTING PROXY

(Rule 28.1)

Chief Executive Officer
Aged & Community Services NSW & ACT
Level 3, 9 Blaxland Road
RHODES NSW 2138
Fax: 02 9743 4556
Email: Mail@acs.asn.au

I.....
(Full Name)

of.....
(Residential Address)

(Rule 26.1.2,3 & 4)

If a Member appoints a proxy, proxies or an attorney, the proxy, proxies or attorney may, subject to the Corporations Act, vote on a show of hands.

- A proxy need not be a Member.
- A proxy may demand or join in demanding a poll.
- A proxy or attorney may vote on a poll.

.....
(Registered Name of Member)

having the exercise of member voting rights hereby appoints:

.....
(Name, Address & Title of Person Appointed)

My special proxy to vote -

Confirmation of Minutes
Receipt of Reports
Special Resolutions

for/against
for/against
for/against

before the Annual General Meeting of Members to be held on 07 October 2014, or at any adjournment of that meeting.

Proxy forms shall be deposited at the registered office of the company not less than 48 hours before the time appointed for holding the meeting or the adjourned meeting at which the person named in the instrument proposes to vote. (Rule 28.2).

Dated this.....day of.....2014

(Signed).....before me.....(Witness)

**MINUTES OF THE ANNUAL GENERAL MEETING OF AGED & COMMUNITY
SERVICES NSW & ACT HELD AT LEVEL 3, 9 BLAXLAND ROAD,
RHODES ON TUESDAY, 7 OCTOBER 2014 COMMENCING AT 3.00PM**

1. Opening Prayer

Acknowledgment to Traditional Owners past and present of the Wangal clan of the Eora nation by Viv Allanson.

2. Attendance

As recorded in the attendance register. Members of the ACS Board attending were Viv Allanson, Paul Sadler, Mark Sewell, Alex Shaw, Steve Teulan, Ron Thompson, Steve Walkerden, Louise Watters, Alexandra Zammit, Raad Richards, Ross Low, David Maher, Phil Armstrong.

3. Apologies

As recorded in the attendance register. Members of the ACS Board apologising were David Goodhew and Rob Freeman.

4. Minutes

The minutes of the Annual General Meeting held on 1 October 2013 were taken as read and signed as a true and correct record.

**Moved: Phil Armstrong
Seconded: Raad Richards**

5. Presentation of Annual Reports

Placed on the ACS website on 15 September 2014 and tabled in hard copy at the AGM).

- 5.1 President
- 5.2 CEO
- 5.3 Workforce
- 5.4 Residential
- 5.5 Community
- 5.6 Housing & Retirement Living
- 5.7 Learning & Development
- 5.8 Financial Issues
- 5.9 Procurement
- 5.10 Environmental Sustainability

RESOLVED:

The ACS Annual Reports 2013/14 were accepted.

**Moved: Raad Richards
Seconded: Alex Shaw**

6. Special Resolutions for consideration at this meeting

ACS must comply with 2 separate major pieces of legislation. The current Constitution complies with all aspects of the Corporations Act 2006. However, the Fair Work Commission expressed concerns that some clauses in the new Constitution are not compliant with the Fair Work (Registered Organisation) Act 2009. In order to harmonise our Rules into one set, we need to modify

several clauses. The proposed modifications do not change the intent of the previously adopted Constitution however, they will make it clearer how the clauses are compliant with the Fair Work (Registered Organisation) Act 2009. Therefore, the Board commends the following Special Resolution to Members:

That the Constitution of Aged & Community Services NSW & ACT be amended in the following way:

1. Membership Admission rules:

Remove clause 7.3 (and renumber the clauses)

Subject to this Constitution and applicable law (including the Corporations Act), the Company in general meeting may by special resolution from time to time, determine, vary and replace:

- (a) The classes of membership of the Company (including the rights attaching, or not attaching, to a particular class of membership);
- and
- (b) The qualifications for admission, and continued membership, in a particular class of membership.

Amend clause 7.6 (a) (i) to include reference to employer.

7.6 Applications for membership of the Company:

(c) may be made by:

- (i) any not-for-profit employer organisation engaged directly or indirectly in the provision of care and support to people who are aged, have a disability, or those who are marginalised or disadvantaged, and which organisation is:

2. Life Membership eligibility

Delete "individual" and insert "existing member" into the existing clause 9.1 (Life members).

9.1 The Directors may determine that an existing member be admitted as a Life Member if, in the opinion of the Directors, the person has had long and distinguished service in providing not-for-profit services for people who are aged, have a disability, or those who are marginalised or disadvantaged and:

3. Election Process

Insertion of clauses to clarify election process:

Within the First Schedule (which outlines the processes used by Australian Electoral Commission to conduct the election) the following 2 clauses be inserted and renumbering be done:

- 1.8 If the Returning Officer finds a nomination to be defective, the Returning Officer shall, before rejecting the nomination, notify the person concerned of the defect and, where practical, give the person the opportunity of remedying the defect within a period of not less than 7 days after the person is notified.

- 3.6 If a member who is entitled to vote at any election held under these rules will be absent from his/her usual address during a ballot, such member may apply to the Returning Officer for a ballot paper to be sent to him/her at an address which he/she nominates.

4. Use of the word 'Company'

- 4.1 In clause 71.3 the word 'organisation' be replaced by the word 'company'.
4.2 Replace the word 'Association with 'Company' in the schedule.

RESOLVED:

That the Notice of Intention of a Special Resolution be moved by members of ACS for the mentioned clauses to be modified and compliant with the Fair Work (Registered Organisations) Act 2009 and harmonies the Rules and Constitution into one set.

**Moved: Paul Sadler
Seconded: Steve Walkerden**

7. **Special Guest Speaker**
Presentation by Vaughan Harding, President, ACSA.
8. **Close**
The meeting closed at 4.10pm.



Aged & Community
Services NSW & ACT

ACS ANNUAL REPORT 2013-2014

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



The last year has been a wonderful opportunity for each of us to step up and provide compassionate and strong leadership. The sector has faced more uncertainty than ever before and despite that, our staff have continued to provide great services to the older people living in our communities and those accessing our services.

This year many of us participated in the inaugural Open Day as a positive celebration of the great services we provide. Over 210 registrations were made for NSW and ACT, covering all aspects of the sector. The original intent was to create positive media and connections with local communities, however our expectations were well and truly exceeded. The day was a huge success, with thousands of people enjoying a day of celebration and fun both in major cities and towns and regional areas. The constant feedback from organisations has been the positive impact of the day on the staff and volunteers. No matter what kind of event was held, the staff said it was a great morale booster, that they felt their work was valued and they were important. We spend so long planning great services for the people in our care, and on this occasion that included caring for our staff and volunteers as well. The challenge is now with us to create even more inspiring activities for Open Day 2015... so start dream and planning!!!

There was a change in government, but no slowdown in the pace of reform. It was an incredibly busy year for all of us, designing the systems and services for the future while keeping the current services running. At times it felt like a pressure hose had been applied to us, as the government reforms to health, disability, education and aged care all came to a head but without clarity on what it really meant for us.

In the face of that uncertainty we needed to focus on our strengths. We are a sector built on our values, with a passion for helping those in need. We work with each other to give each other a hand when it is needed. We have partnerships and relationships built on respect and trust. We have dreams of a just and kind community that cares for vulnerable people and cares about those who provide that care. We work hard to turn those dreams into action.

"If your actions create a legacy that inspires others to dream more, learn more, do more and become more, then, you are an excellent leader." Dolly Parton.

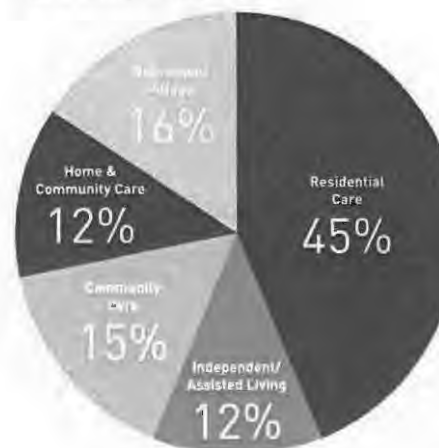
Very many of you have demonstrated exceptional leadership of your organisations, and even as a member of the wider aged care sector. I offer special and heartfelt thanks to all the people who responded to the stream of exposure drafts and impossible deadlines. We raised our voice every time we had the chance, and sometimes when they would rather have not heard from us. We had some wins along the way, and the jury is still out on many of the changes we will be monitoring over the next year. Our successful State Conference theme of 'People, Passion and Purpose' was a reflection of the way we are responding to the reforms and the changing nature of our work.

ACS is here predominantly to help you. It is here to raise your voice; to keep you informed and up to date; and to provide you with a way to connect with your aged care community. Ideally, ACS is your first call if you have a problem. However, ACS is also here to help you share your dreams and stories. Don't be shy. Please step forward and help us create an aged care legacy of which we can all be proud.

Whilst it has been a demanding time for me personally, representing your interests at State, National and International levels has been an amazing opportunity and privilege for me to serve in the capacity as your President. I am constantly inspired by your energy, commitment and passion...so please hold on for the rest of the ride as we are all in this together and together we will reach our goals!

Viv Allanson
ACS President

OPEN DAY 210 ORGANISATIONS



ACS BOARD JULY 2013/JUNE 2014



Viv Allanson
President
Years in Industry: 23
Maroba
Chief Executive Officer
Attendance at
Board Meetings: 5/6



Philip Armstrong
Director
Years in Industry: 19
Banksia Villages Ltd
Chief Executive Officer
Attendance at
Board Meetings: 4/6



Rob Freeman
Director
Years in Industry: 5
Anglican Retirement Villages
Chief Executive
Attendance at
Board Meetings: 5/6



David Goodhew
Director
Years in Industry: 28
Western Region Anglicare
Director
Attendance at
Board Meetings: 5/6



Kevin Klose
Director (resigned Nov '13)
Years in Industry: 30
McLean Care
Chief Executive Officer
Attendance at
Board Meetings: 2/2



Rex Leighton
Director (resigned Sept '13)
Years in Industry: 27
Nlawarra Diggers
Chief Executive Officer
Attendance at
Board Meetings: 2/2



Ross Low
Director
Years in Industry: 14
BaptistCare
Chief Executive Officer
Attendance at
Board Meetings: 6/6



David Maher
Director
Years in Industry: 26
Catholic Healthcare Limited
Managing Director
Attendance at
Board Meetings: 5/6



Elizabeth Orr
Director (resigned Oct '13)
Years in Industry: 27
Wesley Mission
General Manager Enterprise
Attendance at
Board Meetings: 2/2



Raad Richards
Director
Years in Industry: 39
Carrington Centennial Care
Chief Executive
Attendance at
Board Meetings: 4/6



Paul Sadler
Vice President
Years in Industry: 27
Presbyterian Aged Care
NSW & ACT
Chief Executive Officer
Attendance at
Board Meetings: 6/6



Nicole Schleicher
Director (resigned Jan '14)
Years in Industry: 23
The Benevolent Society
General Manager
Community Services
Attendance at
Board Meetings: 2/3



Mark Sewell
Director
Years in Industry: 27
Warrigal
Chief Executive Officer
Attendance at
Board Meetings: 4/6



Stephen Teulan
Director
Years in Industry: 15
UnitingCare Ageing NSW/ACT
Director
Attendance at
Board Meetings: 5/6



Steve Walkerden
Director
Years in Industry: 31
United Protestant
Association of NSW
General Manager
Attendance at
Board Meetings: 6/6



Alex Shaw
Director
Years in Industry: 32
Royal Freemasons'
Benevolent Institution
Chief Executive Officer
Attendance at
Board Meetings: 3/4



Alexandra Zammit
Director
Years in Industry: 8
Thomas Holt
Chief Executive Officer
Attendance at
Board Meetings: 4/4

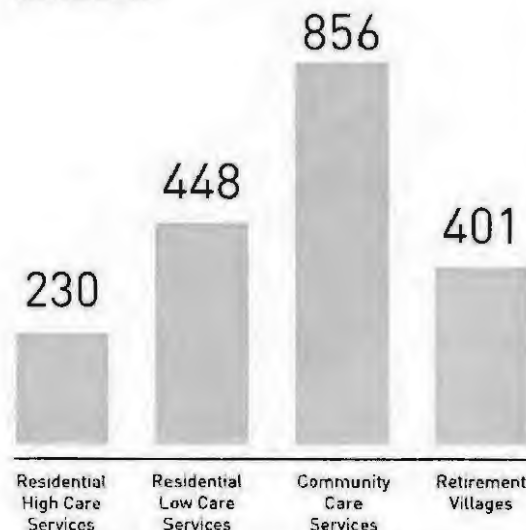


Louise Watters
Director
Years in Industry: 13
Port Stephens Veterans &
Citizens Aged Care Ltd
Chief Executive Officer
Attendance at
Board Meetings: 2/3

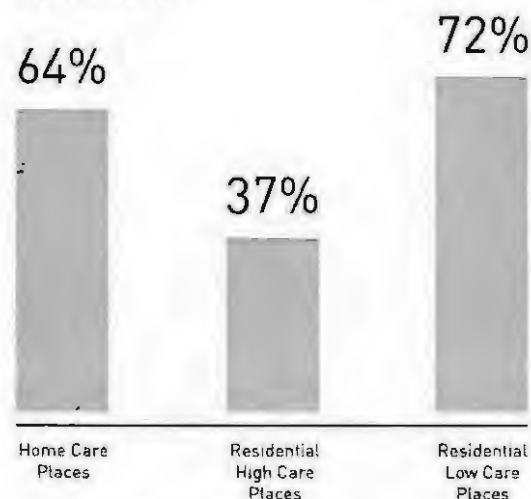


Ron Thompson
Director
Years in Industry: 25
RSL LifeCare
Chief Executive Officer
Attendance at
Board Meetings: 1/1

MEMBERS' SERVICES JUNE 2014



MEMBERS' SHARE OF PLACES JUNE 2013



Note: ACS reporting periods differ from that of the Department of Social Services which may distort market share percentages.



ACS VALUES

RESPECT
INTEGRITY
COLLABORATION
TRUST

ACS STRATEGIC PLAN

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.

ACS VALUES

- Respect
- Integrity
- Collaboration
- Trust

OUTCOMES

1. ACS is recognised by members, government and other stakeholder groups as a considered and credible voice in aged care in NSW and the ACT.
2. ACS services and staff are valued by members and we are seen as essential business partners.
3. ACS is a sustainable organisation, providing affordable and desirable services.
4. ACS membership grows, ensuring we represent the majority of providers from the church, charitable and not-for-profit aged care sector.

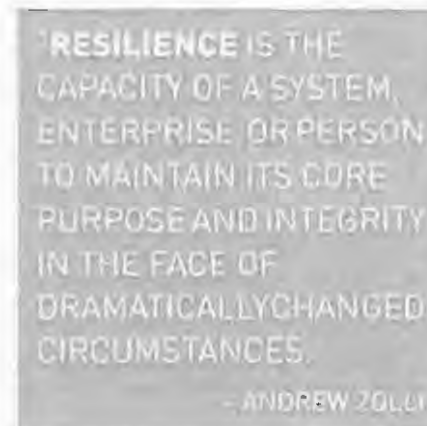
CEO'S REPORT

ILLANA HALLIDAY



As we enter the second year of the aged care reforms, I am filled with admiration for the resilience of the people working in the sector. Last year was the most chaotic change process I have ever experienced, in a career characterised as a change agent. And yet through it all, the wonderful collaboration and shared values of the sector meant we did the best we could; then we shared commiserations and laughter; dusted each other off; and adapted.

Resilience became a theme of how we tackled the never ending stream of Commonwealth papers and proposals that left us with more questions than answers. Because you are resilient, you managed to continue providing great services to the people dependent on you. In fact, Andrew Zolli, co-author of the book "Resilience: Why Things Bounce Back" could have been thinking of the aged care sector when he said "resilience is the capacity of a system, enterprise, or person to maintain its core purpose and integrity in the face of dramatically changed circumstances".



LOBBYING AND ADVOCACY

At a Commonwealth level, we provided input into all the exposure drafts and various consultation opportunities. Sincere thanks are given to the aged care organisations that so generously gave us their time and input in order to meet difficult deadlines. In the face of strong lobbying

the Senate requires the Aged Care Financing Authority to actively monitor the impacts of the reforms over the coming year. Obviously we too will be looking closely for unintended impacts and how the sector is adapting to the many changes that have just rolled out. Consumers, other than full pensioners, will be experiencing much higher levels of financial exposure for their care. A major feature of our lobbying has been on behalf of the consumer as we believe their level of knowledge about the reforms is poor. During our last visit to Canberra we spent considerable time warning the politicians that we expect complaints to increase, and they must not blame the aged care provider as we are simply implementing government policy changes. At the core of all the policies, the consumer will have more choice. This is part of our dramatically changing circumstances as we need to provide those choices and the systems that support them.

On the State and Territory level we have also been busy. Changes to contracts and regulations for Retirement Villages came into effect in the ACT. The ACT is also considering additional land releases and examining their undersupply of aged care beds.

In NSW the major lobbying has been around the retrofitting of sprinklers, and we have mitigated some of the issues flowing from that legislation. Good progress has been made in the installation of the sprinklers and we approach the first major milestone of 1 September 2014 with confidence that over a third of the facilities required to install sprinklers will have completed the task.

Another NSW issue that was critical was to get a reasonable response to the Public Health Act requirement for a 24/7 Registered Nurse in high care facilities. With the changes by the Commonwealth to remove 'high and low' it was unclear how this would translate for facilities. After 18 months of lobbying on the matter, the NSW Ministry for Health has now grandfathered the clause, so that only those facilities that are currently required to have an RN on duty 24/7 will be required to have an RN on duty 24/7. The fear was that the requirement would be extended to all facilities and in the face of a shortage of RNs, this could trigger multiple instances of non-compliance. We will keep working with the Ministry over the next 12 months to get an answer that ensures we have 'the right person, in the right place, at the right time'.

PARTNERSHIPS

Our partnerships are a key feature of building a better aged care system for the future. We have been working with various agencies to explore healthy ageing and

CEO'S REPORT

ILLANA HALLIDAY

age-friendly environments. We are also working with a different group of agencies to explore better health connections and how to help older people receive their health services in the best location for them. Of particular value has been a partnership with the Agency for Clinical Innovation. Our longstanding relationship with the Australian Association of Gerontology (AAG) was again reflected by a joint regional conference that provided stimulating and rigorous papers.

We have overhauled our corporate supporter program to better reflect the needs you have expressed to us and the importance of the support provided by some key organisations. I encourage you to visit our website to explore the offerings of the associate organisations. We've deliberately sought out some organisations in new areas of endeavour such as fire safety, debt collection and mediation.

EDUCATION AND KNOWLEDGE BUILDING

This year we held 13 events and 15 afternoon seminars. We included new events you asked for such as Technology, Finance, Better Health Connections and Community forums. We ran 60 courses in the metropolitan area, with over 900 participants and 73 courses in other areas with

around 1000 people attending these as well. In addition to that we ran nearly 50 courses in-house for members at their own facilities. We ran similar courses in Melbourne, Tasmania and Queensland. The on-line education modules have slowly started to be used by members and we expect this to increase over time. To build a workforce for the future, 200 students commenced courses leading to nationally recognised qualifications, and additional Aged Care Workforce Vocational Education and Training has been made available for 2014-15. In NSW and ACT 340 students enrolled in the UTAS Bachelor Degree in Dementia Care, taking advantage of the HECS waiver. All this while we successfully applied for a new 5 year licence as a Registered Training Organisation.

TRUSTED ADVISOR

A major part of our role is to be on the end of the phone, or computer, to answer your questions and help you with any issues you are facing. The fortnightly newsletters continue to be a major form of keeping you in the loop. However, this year we introduced emails 'From the Desk of the CEO' as a way of highlighting that we had an important matter we needed to share in a more timely way. Feedback on these has been positive.

CEO'S REPORT

ILLANA HALLIDAY

Over 200 senior aged care staff engage in the 9 Advisory Committees and 3 subcommittees that we use for 2-way information exchange. These advisory committees, along with our 12 Regional Committees, are an invaluable way for us all to learn from each other and help each other out.

No matter how hard we work and how carefully we apply the rules, occasionally late will intervene and a member will need more intense help. We are always here for a member that is experiencing a crisis of some sort, and we are pleased to help them 'recover from or successfully adapt to adversity'. Our only plea in that situation is for you to come to us early.

Our 3 person team providing employee relations support has represented members at the Fair Work Commission; been negotiating a new Enterprise Agreement; represented the sector in the review of the Modern Awards; argued about the proposed workforce supplement and adjusted the clauses; held multiple meetings with unions and other stakeholders to resolve potential disputes; and provided phone advice to the many and varied industrial situations you have faced.

MAJOR CHALLENGES AND CHANGES OF 2013-14

In the retirement living space members have had to respond to more competition and new contracts. The retirement living industry is expected to be a growth sector for Australia if we follow international trends. Currently there are equal numbers of people in retirement living units as there are in aged care facilities.

Providers in the community, or home care packages, demonstrated extraordinary resiliency in coping with a non-functional Commonwealth payment system that saw some providers borrowing funds to pay staff, while the government was unable to pay them for the services that had been delivered.

In the residential aged care sector, members faced huge challenges around changes to the accommodation funding models and changes to operations flowing from the reforms. Of course nearly 500 facilities have also had to move on installing sprinklers, with no government funding.

The less well-resourced part of our sector has also been facing major change. ACS staff have been working hard to inform and support the smaller providers of HACC or Home Support. Reviews were conducted, discussion papers prepared and

after considerable lobbying, many services were extended until July 2015 as it became clear this process was not complete and the July 2014 deadline could not work. The year ahead will be intense as they start to announce the Commonwealth decisions about the Home Support Program and how it will be delivered. In the midst of this, the NSW Ageing, Disability and Homecare Department announced it would be withdrawing from service delivery, opening a further area of uncertainty and opportunity.

A RESILIENT ACS

Regardless of the enormous amount of change the sector was experiencing, within ACS we needed to continue to learn and grow. We became a Company Limited by Guarantee and we are harmonising our rules to the Fair Work (Registered Organisation) Act 2009. We have done a major upgrade to our IT systems and website, providing us with much more information about who is contacting us and how we can help. We met the surplus targets in an ambitious budget.

We have proudly completed our second Reconciliation Action Plan and continue to enjoy having 3 HACC Aboriginal Development Officers working with us.

Our recent staff engagement survey indicates the team is enjoying the work and the team environment is strongly committed to our values and most importantly feel like the work they do is valuable and they are making a difference.

The leadership and support of the ACS Board, and in particular the President, makes it easy to be positive in the face of the uncertainties of life in aged care. It is also invaluable to have clarity of our purpose. We're here to help you.

HIGHLIGHTS OF 2013-14:

- Lobbying and advocacy on behalf of members in relation to the impacts of the aged care reforms, including a visit to Canberra 25 meetings with MPs.
- Represented members with the NSW State government, including meeting with 4 State Government Ministers.
- Lobbied the NSW Ministry of Health on the Public Health Act and the requirement for 24/7 Registered Nurses, achieving an 18 month moratorium on current provisions.



CEO'S REPORT

ILLANA HALLIDAY

- Developed strong partnerships and joint work with the NSW public sector such as the Agency for Clinical Innovation; Office of Ageing; Ageing and Disability; Planning and Infrastructure; Medicare Locals.
- Influenced the requirements imposed on the sector for the retrofitting of sprinklers process to support providers while ensuring resident safety. This resulted in several policy changes; successful applications for postponements and some adjustment to the significant refurbishment principles.
- Supported members through the reforms by providing information to them in newsletters, phone calls, emails and education sessions.
- Created a new website and streamlined business processes including improving the membership renewal process.
- Provided leadership of the successful inaugural Open Day event for aged care, with over 200 sites in NSW and ACT participating.
- Staff engagement survey showed improved results despite an extraordinarily high workload and the knowledge of impending changes to the organisation.
- Supported the process of developing a new ACSA.
- Achieved a surplus in excess of that set in the budget, despite some unusual and expensive changes to planned activities.
- Built the workforce capability by running 61 Metro courses run (1144 participants); 75 Rural courses run (1095 participants); 47 in-house additional courses;
- 4 courses in Melbourne; 7 courses in Tasmania; 4 courses in Queensland. 132 students commenced national recognised qualification courses run by ACS.
- Completed a full review of the Corporate Supporters and removed all those who had not paid their fees. We have 11 new Corporate Supporters, and 70 continuing supporters. All major supporters have re-engaged. We have revamped the packages in order to be attractive to larger more established supporters.
- Delivered a successful and ambitious events program including 11 events and 17 afternoon seminars.
- Commenced negotiations with Unions for a new Template ACS Enterprise Agreement for members close to finalisation.
- Introduced a short "From the Desk of the CEO" bulletin to improve communication with members during the reform process.
- Received a renewal of the Registered Training Organisation licence for another 5 years.
- Harmonised the ACS constitution to comply with the Fair Work (Registered Organisation) Act 2009 and the Corporations Act 2001.
- Represented members in unfair dismissals on 42 cases.

Our recent staff engagement survey

indicates the team is enjoying the work and the team environment is strongly committed to our values and most importantly feel the work they do is valuable and they are making a difference.

RESIDENTIAL ADVISORY COMMITTEE



...MEMBERS OF THE COMMITTEE HAVE FREELY SHARED BOTH THEIR EXPERTISE AND RESOURCES...

CHAIR: RAAD RICHARDS

STAFF SUPPORT: COLLEEN RIVERS

What has been a year of significant change the Residential Advisory Committee (RAC) has been a supportive and effective consultative forum, informing ACS responses to a host of both national and state and territory issues including:

- NSW Health Agency for Clinical Innovation (ACI) seeking feedback on the challenges of providing healthcare services to older people in NSW
- ACI review of the capacity and support needs of primary care providers and residential aged care facilities in providing palliative and end of life care
- The National Aged Care Alliance (NACA) consultations on the review of the Specified Care and Services Schedule
- The NACA consultation on the development of Quality Indicators
- Department of Social Services (DSS) request for assistance with testing of changes to the Aged Care Provider Portal
- The impact of the changes to the Residential Medication Management Reviews (RMMR)

While all Committee members have given liberally of their time, Paul Turner from Northern Coalfields Community Care Association deserves a special thank you for his continued willingness to be the ACSA representative on the reference group for the NACA consultations on the Specified Care and Services Schedule. Paul has been exceedingly generous in his commitment of time and energy into this important work.

In this last year the Committee had the opportunity to hear from and raise concerns with a range of invited guests on current topics of importance to residential aged care providers:

- Anne Hallard on NPS MedicineWise the free online medical information website
- Elsy Brammesan and Reuben Sakey, from the Office of Aged Care Quality and Compliance on the Complaints Scheme's transition from an investigation to resolution model
- Dr Michelle Chandler on the progress of the National Residential Medication Chart Project
- Simon Wilson (Mirus) presented the current ACFI data and analysis of Dementia and Severe Behaviours supplement claiming trends
- Elsy Brammesan and Roberta Flint on the non-compliance and sanctions processes and common areas of complaint received by the Scheme, and
- Greg Buckley, Chief Superintendent, Fire and Rescue NSW re training of Fire Officers.

As always, members of the Committee have freely shared both their expertise and resources to assist our members and their advice on current practice has been invaluable in supporting ACS in their response to member queries. ACS is extremely grateful for the breadth of experience and ongoing support of the members of this Committee.

Over the next 12 months the Committee will continue to provide a supportive forum to ACS members as we, as an industry, progress the implementation of the aged care reforms and will continue to advocate for our members within the advocacy framework of ACS.

I take this opportunity to express my sincere thanks and appreciation and that of Committee members to the staff of ACS for their support and particularly the support and efforts of Colleen Rivers, who is always available to lend her support to our members.

COMMUNITY ADVISORY COMMITTEE



"...THE SHIFT TOWARD
INCREASED CONSUMER
CONTROL AND CHOICE WITHIN
THE SECTOR..."

CHAIR: PAUL SADLER
STAFF SUPPORT: LISA RALPHS

The last year has been a busy one for the Committee with much attention given to planning for, and implementation of, the aged care reforms.

This Committee was renamed at the beginning of the new term in 2014, moving from the Community Care Advisory Committee to now be known as the Community Advisory Committee. This decision was taken by the Board in recognition of changes within the sector and an acknowledgement that the supports provided by the diverse services in the community are broader than those that might previously have been defined as 'care'. It also recognises the shift toward increased consumer control and choice within the sector.

The Committee membership has also grown with a number of new organisations being represented from the commencement of the new term.

AGED CARE REFORMS

A significant focus for the Committee over the past 12 months has been the aged care reforms and how they have, and will continue to impact on providers and consumers.

The Committee members have provided informed and thoughtful feedback, usually needed in very short timeframes, for a range of consultations and to assist with member enquiries associated with the implementation of the reforms including:

- Carer Support Centre consultations
- Review of Meal services
- Review of HACC Service Group 2
- ACI consultations on Integrated Care for Older People with Complex Health Needs and Palliative and End of Life Care.

STRATEGIC PARTNERSHIPS

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

- Partners in Culturally Appropriate Care (PICAC) - participation on the advisory committee
- Enhancing the Lives of Older Refugees - participation in the working group developing and evaluating resources
- The Futures Alliance - advocate for and facilitate cross sector recognition and support for people with disabilities as they age
- Case Management Research Collaboration - ongoing involvement through stage 1 - the development and pilot of a measure of outcomes of case management in community care. Development of submission for ARC Research funding for stage 2 Ageing Well at Home: Measuring the Impact of Community Care for Older People
- Bilingual, Bicultural Workers Working Party - participation in the working group looking at development of resources to assist providers support their bilingual and bicultural workers.



OTHER PROJECTS

- Two members of the Community Advisory Committee, Chris Giles and Chris Spackman, attended the ACSA Policy Forum in Melbourne ensuring the home care sector was strongly represented in discussions around ACSA priorities for the coming year.
- An afternoon seminar on Positive Planning for Quality Reporting was held on 22 October 2013 with Committee members from Integratedliving Australia and Keysone Community Solutions sharing their experiences. The seminar was attended by 35 people, approx. 2/3 representing HACC services and 1/3 packaged care. The feedback from those in attendance shows that this continues to be a topic of interest to the sector.
- A one day conference Consumer Directed Care - Simplifying the Path was held in Sydney on 20 November 2013 with over 100 delegates attending. Members from the Committee assisted in the planning and a number participated as part of the program. The day was interactive and provided a mix of theoretical and practical information to assist members to operate in a CDC environment.

- Special Needs Group resources document was developed - collating references and listing publications in one place. The resource is available to assist providers to easily locate information to assist them to make their services relevant, appropriate and accessible for people from special needs groups.

My significant thanks go to the members of the Committee who all provide support and assistance to the ACS Policy staff and to the broader membership through their willingness to give of their time and to share their considerable knowledge. I would also like to acknowledge the invaluable support of Lisa Ralphs, Community Policy Adviser in her first full year in the role and the close working relationship with the ACS HACC Transition Team, especially Michelle Newman.



HOUSING & RETIREMENT LIVING ADVISORY COMMITTEE



...EXPLORING OPPORTUNITIES AND
RESOURCING OUR MEMBERS IN
THE PROVISION OF HOUSING AND
RETIREMENT LIVING SERVICES.

CHAIR: PHILIP ARMSTRONG

STAFF SUPPORT: ELIZABETH TEECE

At the beginning of 2014 we welcomed 7 new members and 10 returning members at the commencement of the Housing & Retirement Living Advisory Committee's new 2014-2015 two-year term. During the 2013-2014 period, the Committee participated in 6 meetings held once every 2 months.

DEMENTIA IN RETIREMENT VILLAGES

Alzheimer's Australia NSW is planning to conduct research into people with dementia in retirement villages which will be followed up with resources. ACS and the Committee have been involved in focus groups and advisory groups in steering the research. Rough estimates suggest that 3-5% of residents are diagnosed with dementia.

"THE BRIAR PATCH"

The Briar Patch is a series of case studies on how retirement village operators manage prickly situations with no clear path out. This has been set up as a resource on the ACS website. Topics so far have included hoarding, resident fire wardens and 'uninvited' pets.

NSW RETIREMENT VILLAGES STANDARD CONTRACT

On 1 October 2013, after 2 years of development and consultation with the industry, the Minister for Fair Trading, Anthony Roberts, released the new retirement village standard contract, inquiry document and revised disclosure statement for NSW. We continued to answer enquiries about its implementation.

NRMA RETIREMENT VILLAGES RATING TOOL

ACS has continued to work collaboratively with NRMA to provide feedback on a Rating Tool it is developing. It will be part of a new online portal of information, tools and services to help NRMA's older members navigate decisions associated with ageing.

ACT 3 PEAKS MEETING

This reference group consisting of the three retirement village peak bodies – the Retirement Living Council (RLC), the Retirement Villages Residents Association (RVRA) and ACS continued to hold meetings to identify issues and formulate solutions for residents and operators. The group prepared joint submissions to the ACT Government calling for a clear engagement review process for the new Act. ACS participates along with 2 member organisations from the ACT in meetings held every 2 months.

RETIREMENT VILLAGES CONSULTATIVE FORUM

ACS participates in industry meetings to review and propose better processes for the retirement villages section of the Tribunal - NCAT (NSW Civil and Administrative Tribunal).

RETIREMENT VILLAGES COURSES

These courses continue to be in strong demand. The three-day course held in May 2014 had 19 people participating arriving from as far as Queensland and Coonabarabran in NSW.



COMMITTEE MEETING PRESENTATIONS

Presentations were received from:

- Warren Gardiner, Senior Policy Officer (housing), NCOSS – NCOSS, in its advocacy role, develops analysis and policy positions. Warren presented on NCOSS' view of opportunities for retirement living providers in the provision of affordable housing and support for older people.
- Chris Baynes, Villages.Com – reviewed the results of the 2013 national survey of RV residents.
- Gillian McFee, NRMA – provided updates on the development of the Living Well Navigator for retirement villages. The Committee gave its concerns on aspects of the tool such as the lack of a real opt out ability.

- Kylie Sait, Alzheimers Australia NSW – on proposed research into dementia in retirement villages.
- Arthur Koumoukelis, Gadens – impact of the 2014 federal budget on the retirement village industry.

Appreciation goes to the members of the advisory committee over the year for their wise counsel, dedication and support and we acknowledge the support of ACS staff and, in particular, Elizabeth Teece's support of the Committee. We look forward to a year of exploring opportunities and resourcing our members in the provision of housing and retirement living services.



WORKFORCE ADVISORY COMMITTEE



...ACS HAS SUCCESSFULLY
CONCLUDED ENTERPRISE AGREEMENT
NEGOTIATIONS WITH UNIONS FOR
THE ACS ENTERPRISE AGREEMENT
2014-2017...

CHAIR: DAVID GOODHEW

STAFF SUPPORT: GEOFF LIGGINS & KAREN ANSEN

ACS TEMPLATE ENTERPRISE AGREEMENT NEGOTIATIONS 2014-2017

Although strictly speaking outside the reporting period for the Annual Report, at the time of writing, ACS has successfully concluded Enterprise Agreement negotiations with Unions for the ACS Enterprise Agreement 2014-2017. The advice, recommendations, ideas and feedback provided by the Workforce Advisory Committee (WAC) were instrumental in ACS successfully concluding the negotiations.

AGED CARE WORKFORCE SUPPLEMENT

The WAC contributed to the development of a Workforce Supplement compliant version of the 2013 ACS Template Enterprise Agreement which was agreed with the relevant Unions and was made available to members wishing to apply for the Workforce Supplement.

After the change in Government in September 2013 and the legislative changes which saw the demise of the Supplement, we assisted members to withdraw from the program.

APPEAL AGED CARE AWARD

The WAC input into a joint application with other industry employer bodies made applications to vary the Aged Care Modern Award in 2013. Deputy President Gooley subsequently rejected all applications. ACS and others after seeking advice from the WAC, made an application to appeal the decision of the Full Bench of the Fair Work Commission. Although not agreeing to vary the award the Full Bench confirmed meal allowances were payable on overtime.

APPEAL SOCIAL, COMMUNITY, HOME CARE AND DISABILITY SERVICES INDUSTRY AWARD (SCHCDS)

The WAC assisted ACS in the appeal for the SCHCDS Award and on 4 March a Full Bench of the Fair Work Commission (FWC) handed down a decision and Determination in Appeal by the Australian Services Union (ASU) against decision of Vice President Watson on 27 June 2013.

The decision changed the way casual employees, under the SCHCDS Award, are required to be paid when they work Overtime or on Weekends.

OVERTIME

- Casuals will now be entitled to overtime payment in the same way as part-time employees. The overtime payment will be in substitution for and not cumulative upon the shift premiums and the casual loading.

WEEKEND PENALTIES

- Casuals working ordinary hours on the weekend will be entitled to the weekend penalties in substitution for and not cumulative upon the shift premiums and the casual loading.

The WAC and ACS together with other employer groups were successful in opposing that part of the ASU's submission which sought to have the weekend penalties and the overtime penalties applied on top of the casual loading rather than in substitution for the casual loading.



4 YEAR MODERN AWARD REVIEW 2014

The 4 Year Modern Award Review has commenced and with the support of the WAC employee relations will make applications in and defend claims from the various unions on the relevant Modern Awards.

The award-specific applications will be dealt with in 4 groups of around 30 awards:

- Group 2 contains Nurses Award 2010 and the Health Professionals and Support Services Award 2010 which is expected to commence mid year.
- Group 4 contains the Aged Care Award 2010 and the Social, Community, Home Care and Disability Services Industry Award 2010 which is anticipated to commence later in the year.

The first part of the Modern Award review is underway at the Fair Work Commission with a review of the common Annual Leave provisions in Modern Awards. There are 7 areas of common issues being reviewed

- Cashing out provisions
- Excessive Annual Leave
- Annual Close Downs
- Granting of annual leave in advance
- Purchased Leave
- Payment of Annual Leave entitlements on termination
- EFT and Paid annual leave in advance.

In order to support the industry the WAC participated with other employers groups such as Australian Chamber of Commerce and Industry and AIG, in an Annual Leave survey to members. The results will be used to support the employer's case.

BUILDING MEMBER CAPABILITY

In 2013 the decision by the WAC saw the reformation of the ACS Work, Health and Safety Committee as a Subcommittee. The WAC and WHS Sub Committee have been able to provide the WAC 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 first major project of the group is around benchmarking which has seen the Committee discussing how this will be done and what indicators to benchmark.

The WAC contributes each year to the Frontline Conference which was held at the Novotel Brighton Beach on 15 August 2013. The program included a panel session on Elder Abuse which followed a factual scenario and the speakers included Elsy Brannmesan, A/g Director, Office of Quality & Compliance, Department of Health & Ageing, David Driver, Local Area Command Superintendent and Paul Sadler, CEO, Presbyterian Aged Care NSW & ACT who is also a WAC member. This session was very well received by the attendees. Other sessions such as the Fair Work legislative changes and conducting thorough investigations were also very well received by the attendees.

This Conference was a great success. Members were provided with the information and the tools to deal with legislative changes as well as practical advice on managing employees.

The WAC has also been assisting ACS with suggested topics and speakers for the 2014 Frontline Conference which is to be held on 18 September 2014.

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

Employee Relations team in conjunction with the WAC developed and delivered a course on Workplace Investigations which will be run throughout 2014.

LEARNING & DEVELOPMENT ADVISORY COMMITTEE



"CONGRATULATIONS TO ALL
STUDENTS AND A BIG THANK
YOU TO TRAINERS..."

CHAIR: JANET GLASER

I would like to acknowledge the contribution of the previous 2 appointed chairs of the Learning & Development Advisory Committee, Elizabeth Orr (resigned) and Nicole Schleicher (resigned). They both worked with Committee members and ACS Learning Centre staff to ensure the role and function of this Committee meets ACS' requirements for compliance with the Australian Skills Quality Authority (ASQA).

This year the Committee has increased its activity in Validation and Moderation for Nationally Accredited Courses and qualifications, including Certificate IV in Aged Care, Certificate IV in Frontline Management and Certificate IV in Leisure and Health.

The Committee has continued to provide strategic direction to the Learning Centre and I would like to thank all members, past and present for the energy and expertise they bring in representing the educational and training needs of ACS membership and the broader industry.

Highlights for the Learning Centre for this year have included:

- **Australian Skills Quality Authority (ASQA)**
Renewal of Registered Training Organisation accreditation for 5 years.
- **Community Services & Health Industry Skills Council (CS&HISC) – Community Services Training Package Review**
Consultation and feedback from ACS and ACSA (National) members was provided to the CS&HISC on the review of qualifications for Direct Care Workers in Aged and Community Services.
- **Aged Care Workforce Vocational Education and Training (ACWVET)**
As part of this Australian Government initiative, 76

students participated in fully funded training in the following courses:

- o Certificate IV in Aged Care (Newcastle and Scalabrini)
- o Certificate IV in Frontline Management (Rhodes and Ballinal)
- o Certificate IV in Leisure and Health (Rhodes)

Fifty seven students successfully completed and 11 students were issued with Statements of Attainment for partial completion.

Congratulations to all students and a big thank you to trainers, Christine Newsome, Jacki Payer and Renee Smith for their commitment and dedication in assisting our students achieve these outstanding results.

- **Online Learning**
ACS' online learning was expanded to include the suite of ACFI courses offered by Provider Assist. The portal remains under the administration of ACS and has been re-developed for use by ACSA members nationwide.
- **Professional Development and Nationally Accredited courses**
Demand for courses remained constant; the Learning Centre offered a mix of programmed and tailored onsite courses, primarily in NSW & ACT although demand for courses in other states has increased. Two statewide roadshows were scheduled; Consumer Directed Care and Future Funding in Residential Care. Sincere thanks to Eric Wood and Peter MacKinnon respectively for their time and effort in making these roadshows so successful.



TOTAL NUMBER OF COURSES DELIVERED:

Professional Development courses - Rhodes: 56

Nationally Accredited courses - Rhodes: 7

Professional Development courses - rural and regional areas: 71

Nationally Accredited courses - rural and regional areas: 4

Courses - ACT: 4

Courses - Melbourne: 4

Courses - Queensland: 4

Courses - Tasmania: 7

Number of onsite courses: 48



ENVIRONMENTAL SUSTAINABILITY ADVISORY COMMITTEE



...ENVIRONMENTAL SUSTAINABILITY IS
AN IMPORTANT PART OF MARKETING,
CONSUMER AND STAFF ENGAGEMENT
AND COST MANAGEMENT

CHAIR: MARK SEWELL STAFF SUPPORT: ILLANA HALLIDAY

The Committee met 4 times, and one of these was a joint meeting with the Procurement Advisory Committee to explore joint initiatives. There are 11 members of the committee, including a representative from the Department of Environment and Heritage. Sustainability will continue to grow in its importance to the sector, so the committee actively seeks to lift its profile as an opportunity for best practice.

Sustainability was explicitly covered in all except the events devoted to finance or direct clinical care, therefore in around 80% of all events there was at least one presentation looking at environmental sustainability.

TOPICS INCLUDED:

- 'Trust, Truth and Transparency', by Alex Harris
- 'Sustainable Energy use', Alex Koncar
- 'Waste Management for Aged Care', Pauline Coppin
- 'eHealth', Andrew Pedrazzini
- 'Supporting people with dementia, translating an environmental audit tool into a method of assessing care home layouts', Martin Quirk
- 'Systems Integration - the New Horizons', Giovanni Di Noto
- '5 Star sustainable buildings: do they cost more to build and really cover the costs over time?', Matthew Greene
- 'Getting residents involved', John Zammit

- 'Using your energy efficiently and meeting client and staff aspirations', David Rogers

27 people, or around 11% of participants, registered to attend the sustainability stream at the State Conference in May. In the Awards for Excellence, the award for the Gareth Williamson Sustainability Award, sponsored by ReLivi!, was won by John Zammit from Maroba.

There were articles on sustainability in 32% of the Brief Updates published in the year. Predominantly these articles were on hints or access to tools.

The sustainability benchmark tool was updated by the Department of Environment and Heritage. This is found on the ACS website, along with many other resources including videos and materials to support sustainability programs in your organisation. See diagram.

The Committee continues to grapple with how to best extend the uptake of the Sustainable Advantage program as it has so many opportunities for organisations to improve their practices. It has been hard to gain a focus on environmental sustainability during the confusing and complex rollout of the aged care reforms. However, environmental sustainability is an important part of marketing, consumer and staff engagement and cost management. It is part of the future and we need to act today.



ACS WEBSITE WHAT YOU LOOKED AT...

PAGES	PAGE VIEWS
Environmental Sustainability Section	846
Resources Page	364
Projects or Initiatives	220
Resource Data Management Tool	911
Sustainable Procurement	229
Aged-Care Toolkit	217
Sustainability Champions	158
Retrofitting of Sprinklers Section	816
Links to P&I	241
Industry Alerts/Risk Issues	157
FAQs	246
Professionals who can help you	165
Sprinklers & Our CS	282
Resource List	236
Domain Documents	197
Valuable Contacts	171
Media Release	48
Commercially Sensitive	45
2012 Sprinkler Documents	137
Members Only Space	94

FINANCIAL ISSUES ADVISORY COMMITTEE



"...IT IS NOT UNCOMMON FOR ONE OF THE COMMITTEE MEMBERS TO PROVIDE ADVICE DIRECTLY TO A PROVIDER NOT ON THE COMMITTEE..."

CHAIR: STEVE WALKERDEN
STAFF SUPPORT: ILLANA HALLIDAY

The Committee met 4 times, supported 2 one day forums and 1 half day seminar. There are 30 members on the Committee.

In July 2013 we ran the inaugural one day Finance Forum. The success of the event can be measured by a request to run a second one in June 2014. Around 150 people attended each event, and we have been requested to run it again in Canberra later this year. The level of attendance may also be a reflection of how hard it has been to get timely and reliable information about the financial aspects of the aged care reforms.

Special thanks are given to Frank Price and James Shaw from RFBI, Dennis Marks from Bundaleer Care Services and Peter MacKinnon for their excellent delivery of a half day seminar on Pricing Residential Accommodation. We also had Kim Cull, the Pricing Commissioner provide an afternoon seminar on the work of the Commission and the nature of the applications she was receiving.

The Committee spent the bulk of its time in exploring the aged care reforms and the financial implications of accommodation payments and co-payments in the community. It has been intensely frustrating for the sector that the information flow has been so poor, impacting on our ability to develop systems to implement the changes. The Committee helped create a list of Frequently Asked Questions that we posed to the Department of Social Services (DSS) in the hope of getting great clarity, as DSS decided to not produce guidelines around the many operational issues the sector is facing.

The Committee made the offer of working with DSS to improve the collection of high quality data from providers and support the Aged Care Financing Authority (ACFA) in its required role of monitoring the impacts of the reforms.

Whilst the offer was accepted, the joint working session has not eventuated. We had an excellent presentation from Nick Mersiaides on the ACFA work plan, which is ambitious and will require collaboration with the sector.

Unfortunately we are expecting that as a result of the reforms there will be an increase in bad debts. In light of that we have explored debt collection processes and options. This included a presentation from Slater Byrne Recoveries and a request to eTools to include rigorous debt collection clauses in the agreement.

The Committee remained concerned about the negative impacts on providers of holding a bond until after probate and being forced to pay interest at a higher price than can be earned at the bank. A submission on this was made to the NSW Attorney General about the need to clear these debts as part of the NSW Succession Act 2006. The matter was also raised with DSS on several occasions and DSS refuses to change its approach.

This Committee is particularly active out of session and has been invaluable in providing advice and support to the sector. It is not uncommon for one of the Committee members to provide advice directly to a provider not on the Committee, in a genuine expression of our value of collaboration. This generous support has also been a feature in ensuring that submissions were made on all the various draft documents that were released for comment, one of them with a 24 hour opportunity to respond.

ACS staff offer a particular thanks to Peter MacKinnon who has provided training on the financial implications of the reforms, and has always provided comment on submissions and questions as they arose. This has helped us ask the right questions of DSS, even if we were not always able to get answers.

PROCUREMENT ADVISORY COMMITTEE



"...COMMITTED TO PURSUING GREAT PROCUREMENT DEALS FOR ALL ACS MEMBERS."

CHAIR: PHIL ARMSTRONG
STAFF SUPPORT: MIRA SANDRE & LIBBY LIDDLE

In 2013/14 it was a time of reflection for the Procurement Advisory Committee. A number of people movements had occurred and saying goodbye to some and welcoming others saw us go through introductions and commiserations. Also, at this point, I too convey this information with a heavy heart, that I will be leaving the Procurement Advisory Committee after being part of this Committee since 2002. Over the years we made sure that this Committee had been built on a strong and solid foundation. The members in this group were committed to pursuing great procurement deals for all ACS members.

Over the years there have also been changes. We are more technically savvy now, our Committee members are more creative in closing better deals, and I know this group will continue to value the importance of the Committee's work, and the importance of harnessing relationships with ACS Corporate Supporters.

ACS Corporate Supporters play a vital role in generating greater buying power for members and therefore they are a great first option when considering any type of business service proposals. In order for this Committee to better understand our partnership with ACS Corporate Supporters, we invited Libby Liddle (ACS Business Development Manager) to become part of the Committee and re-open and strengthen the communication corridors with the Corporate Supporters.

Top Spends - As a group we identified the top spends within the Aged Care Sector which are:

- Electricity
- Energy & Gas
- Water
- Waste
- Telecommunication.

There are ongoing discussions about benchmarking the most significant top spends and better buying power across them by leveraging the partnership with ACS Corporate Supporters.

We established a goal of holding afternoon seminars on procurement issues for smaller members to attend or access remotely, and be part of sharing knowledge and ideas presented by the ACS Corporate Supporters.

May 2014 was the first time we held a joint Sustainability & Procurement Meeting. This built on a joint workshop the year before in which we developed guidelines for sustainable procurement. The joint meetings, to be held at least once a year, will allow the 2 committees to connect ideas and build common goals.

ACS Procurement Portal has now gone live. In an exciting partnership with DecisionMax, we have established a portal based on world class software. This portal will help providers achieve costs savings, speed up the processes and manage the risks around procurement and contract management. The portal provides access to all this at a huge saving for members, and is being supported so that it will include major suppliers to the aged care sector.

Finally, I would like to convey a special thank you to the ACS staff who have helped the Committee on its journey, the Corporate Supporters who keep us well informed and most importantly the Committee members who give so generously of their time and knowledge for the benefit of all ACS members

AGED CARE BUILDING COMMITTEE



"...THE MAJOR ITEM BEING THE LEGISLATED REQUIREMENT TO RETROFIT FIRE SPRINKLERS INTO ALL AGED CARE FACILITIES."

CHAIRS: ILLANA HALLIDAY & CHARLES WURF

This Committee is a joint one with LASA NSW/ACT. The bulk of members are building professionals who generously donate their time and expertise to the sector. We could not have supported members appropriately without the invaluable assistance of this Committee.

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. A subcommittee specifically for sprinklers also met 5 times. By working closely with the staff at the Department of Planning & Infrastructure, we achieved adjustments to the criteria for postponement; sprinklers in concealed spaces; and sprinklers in multistorey buildings.

Sprinklers have a special section on the ACS website. This provides a one-stop shop for their fire sprinkler information, including a member only section where members are encouraged to share the contacts of people who have worked on their installations. Some facilities with an 18 month timeframe applied for and received postponements which due to extenuating circumstances give them until 1 March 2015.

The Committee had a major win in its lobbying around the Commonwealth Certification Instrument. The instrument and process were successfully removed as of 1 July 2014. This is an achievement of a longstanding priority. It marks a major removal of duplication and reduction in red tape.

The Committee developed a program for the bi-annual Design & Construction Conference which was attended by around 100 people.

Topics included:

- Building design for people with dementia
- Significant Refurbishments
- Sustainability
- Impacts of building design on your bottom line
- Designing for the future.

The Committee made 3 submissions to government. Two of these were on the proposed Significant Refurbishment, and one was to the NSW State Government on the NSW State Planning System.

In response to a member query, we also addressed the changes to swimming pools situated on private residential premises. It was pleasing to receive clarity that the changes to the Public Health Act pertaining to public pools do not apply to Retirement Villages or Aged Care Facilities.

ACS CONSULTANCY



"...A TOTAL OF 29 ORGANISATIONS WERE SUPPORTED BY ACS CONSULTANCY IN 2013-14..."

JULIE ANDERSON - CONSULTANCY COORDINATOR/CONSULTANT

2013-14 was an exciting year for ACS Consultancy, working with members to build their organisational capability and position themselves for the future. Within an environment of significant change and aged care reforms there has been an increased demand for ACS Consultancy to assist organisations in redesigning sustainable organisational structures and service delivery models. Organisational changes have included building systems to support good governance, redefining models of care and redesigning staff structures with clear accountabilities to ensure appropriate utilisation of resources and expertise.

ACS Consultancy has also focused on supporting members to achieve high standards and quality care through:

- Management mentoring
- Complaint investigation and management
- Pre accreditation / quality review preparation
- Responding to non compliance
- Training and mentoring in case management
- ACFI reviews and training.

A total of 29 organisations were supported by ACS Consultancy in 2013-14, many of whom established repeat or ongoing consultancy contracts. Consultancy provided in 2013-14:

- 100% of clients were current members of ACS
- 28% Home Care Services; 72% Residential Services
- 83% of clients were small-medium sized organisations
- 17% of clients were rural or remote services
- 28% of clients were a CALD specific service
- 14% clients were an ATSI specific service
- 52% clients requested repeat or further consultancy work.

ACS Consultancy is preparing for a busy year ahead, and has engaged additional Consultants with expertise in Corporate Governance, Strategic Planning and Operational and Clinical Management. We look forward to working with our members in the future to deliver the best care. Thank you to all the Boards, Managers and staff with whom we have worked. You are a wonderful, inspirational team of people!"

HACC TRANSITION PROJECTS



'... PROVIDE SUPPORT FOR THE HACC SECTOR TO TRANSITION TO THE COMMONWEALTH HACC PROGRAM WHEN THE ADMINISTRATION OF THE PROGRAM WAS TRANSFERRED TO THE AUSTRALIAN GOVERNMENT.'

MICHELLE NEWMAN - HACC TRANSITION MANAGER

The Home and Community Care (HACC) Transition Team was established in 2011 through a formal partnership arrangement with Ageing, Disability and Home Care (ADHC) Department of Family and Community Services NSW. The Team consults widely with the HACC sector and manages a number of projects focused on improving the capacity of the service sector.

The primary focus of these projects was to provide support for the HACC sector to transition to the Commonwealth HACC program when the administration of the program was transferred to the Australian Government. Many of the projects are now completed and ACS has continued to support the HACC sector and broadened the role of the Transition Team to include support for the sector to engage more fully in the aged care reforms and plan for the future.

The Transition Team operates on a consulting basis providing project management, sector wide support and one on one mentoring for a number of small HACC funded organisations. 2013-14 has been a year of significant preparation and positioning for the sector in readiness for the reforms which will have the greatest impact on HACC services from July 2015.

The following provides an update on each of the projects and the broader work of the Team.

ENABLEMENT PROJECT

ACS continued to work with ADHC on the Enablement Project this year to build on the earlier strategies around Better Practice and Awareness Raising to increase the knowledge, skills and practice across the sector. This approach of working with clients and encouraging them to gain or maintain skills that foster independence, was enhanced through a dynamic workshop - The Power of Storytelling - presented by David Hunt to assist aged care workers to use story and storytelling to engage with their clients.

ACS also supported 4 regional and 3 state-wide enabling activities that were funded over the last 12 months. These activities included training, workshops, resources, improving and profiling the IMPACT website as the repository for all resources relating to Enablement, and the production of an Aboriginal Enablement DVD Enabling Service Delivery for our Mob for use by mainstream and Aboriginal organisations - all of which have had an enthusiastic response from the HACC sector.

This project is now completed and the Transition Team will continue to support the IMPACT website project over the next 12 months.

ABORIGINAL INDUSTRY DEVELOPMENT

This project has had significant results over the past year for Aboriginal HACC funded organisations in the Southern Metropolitan areas of Sydney. The objectives of this project were to:

1. Strengthen the capacity of existing ADHC funded Aboriginal non-government organisations in Metro South to:
 - a. support and respond to the needs of clients;
 - b. effectively administer their operations; and
 - c. adapt and respond to a changing political and social environment.

Providing direct coaching support on a one on one basis with each of the organisations has resulted in sustainable outcomes for the organisations, their clients and the local Aboriginal community. The success of the project was realised through developing a sound working relationship and a coaching role with each of the targeted organisations from the Board of Management right through to the care workers. The Transition Team supported



these organisations to strengthen their governance and management systems; work effectively with staff, clients and community to develop local initiatives; successfully apply for new funding; complete quality reviews; and implement any required improvements.

This work was intense but incredibly rewarding and demonstrates the effectiveness of mentoring and coaching programs particularly for smaller community organisations.

ABORIGINAL HACC DEVELOPMENT PROJECT

The Transition Team includes the Aboriginal HACC Development Officers (AHACDO) for Eastern and Inner Sydney, Inner West and St George/Sutherland areas. These 3 positions are jointly funded by NSW and Australian Governments until 30 June 2015.

These staff work with Aboriginal and non-Aboriginal services to improve the cultural appropriateness of, and access to, services for Aboriginal people. They identify gaps in service delivery and liaise with the community, the broader sector and various levels of government for improvements.

Each of the AHACDOs spends time at the Rhodes office and out in their local community. These staff have been actively involved in preparing organisations for the transition of HACC services to the Commonwealth Home Support Program (CHSP); responding to community need through the development of a range of forums, workshops and programs, and providing feedback to government on the impact of the reforms on the Aboriginal community.

ABILITY LINKS

The Transition Team successfully tendered for a place on the Ability Links Procurement Support and Mentoring Panel for Aboriginal organisations. ADHC funded ACS on a consulting basis to provide mentoring support for organisations and partnerships in rural NSW to assist with the procurement process for the Ability Links projects. Once again this project highlighted the power of mentoring and coaching for smaller organisations through one on one support.

AGED CARE REFORMS

The Transition Team has also strengthened the relationship between ACS and the HACC sector and continues to update the HACC sector on the aged care reforms through presentations at local forums, conferences and board meetings throughout NSW and ACT. Over the past year there has been a significant increase in the number of smaller HACC providers who have become members of ACS as they are seeking information and advocacy from a peak body that is providing support across the continuum of aged care.

ACS has a strong working relationship with sector development workers and other peak bodies and was recently appointed secretariat responsible for the NSW Community Care Issues Forum (CCIF). The CCIF has an important role over the next 12 months to advocate on behalf of the NSW service sector in the aged and disability reforms and the transition of services to the Commonwealth Home Support Program (CHSP). ACS is honoured to take on this role that NCOSS effectively fulfilled for over 20 years. ACS and the CCIF will work together on a number of initiatives over the next 12 months.

The Transition Team has participated in various National Aged Care Alliance (NACA) working groups and consulted with both members and the broader sector to prepare responses and submissions to various papers and advice from Government. This includes the recent submissions on the Discussion Paper for the CHSP.

I would like to acknowledge the partnerships with many of the other ACS teams in delivering our sector support and in particular acknowledge the work of the ACS Community Policy Adviser, Lisa Ralphs and the Chair of the Community Advisory Committee, Paul Sadler, and all the members of the Committee in working closely with the Transition Team to ensure a sustainable future for the HACC sector.

EVENTS & BUSINESS DEVELOPMENT UNIT

ACS State Corporate Supporter scheme operates parallel to the National Supporter scheme managed by ACSA. This year the total number of ACS Supporters is 90 - that is 13 National Partners, and 77 State Corporate Supporters. Many of these companies have supported ACS by participating in conferences, sponsoring events and advertising in ACS Brief Update.

Their support and active participation in our organisation 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 Supporters, we encourage members to make use of the Corporate Supporter 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. Also in this section of the website ACS Supporters are given the opportunity to write a feature story to provide Members with current information about their products or services.

ACS continues to offer Corporate Sponsorship packages for those Corporate Supporters who wished to gain a high level of exposure through ACS. The Platinum, Gold, Silver and Bronze packages allow Corporate Supporters to bundle their sponsoring, exhibiting and advertising together. The 2013/14 Platinum, Gold, Silver and Bronze Corporate Sponsors are listed.

ACS also acknowledges the support of the National Partners and State Corporate Supporters for 2013/14.

PLATINUM SPONSOR: FIRST STATE SUPER (FORMERLY HEALTH SUPER)



GOLD SPONSOR: PAYNTER DIXON



SILVER SPONSOR: N/A

BRONZE SPONSORS: BRIDGES FINANCIAL SERVICES HESTA HOLMAN WEBB PERFORMHR RELIVIT

EVENTS IN 2013/14	PARTICIPANTS*
2013 ACS Finance Forum - 4 July 2013	146
Frontline2013 - Helping You Do It Better - 15 August 2013	117
Positive Living in Aged Care awards - 26 August 2013	50
Power of Storytelling - 10 October 2013	86
Consumer Directed Care Forum - 20 November 2013	129
Better Health Connections - 20 February 2014	98
AAG & ACS Regional Forum - 5 & 6 March 2014	132
Technology & IT Conference - 24 March 2014	68
Design & Construction Conference - 11 April 2014	102
Power of Storytelling Workshop - 13 May 2014	45
2014 ACS State Awards for Excellence - 13 May 2014	76
2014 ACS State Conference - 14 & 15 May 2014	246
2014 ACS Finance Forum - 17 June 2014	155

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

SEMINAR SCHEDULE 2013 - 2014	PARTICIPANTS
30 July, 2013 - Secure Units - Avoiding Unlawful Restraint	34
2 August, 2013 - Workforce Supplement	25
22 October, 2013 - Positive Planning for Quality Reporting	33
30 October 2013 - Protecting Information - Progressing Compliance	27
4 December 2013 - Accommodation Pricing Seminar - be prepared for the April 2014 publishing of room costs	73
10 December 2013 - Security Issues - Avoiding Unlawful Restraint	18
13 February 2014 - A Challenging Nexus - Mental Health and End of Life Concerns in a Multicultural Society	15
26 February 2014 - New Year - New Anti-Bullying & Harassment Laws	30
18 March, 2014 - Privacy Reform Update for the Health & Aged Care Sector	51
1 April, 2014 - Pricing Seminar	42
9 April, 2014 - ACS Marketing Seminar - How to stand out from the crowd	21
1 May, 2014 - Sexuality & Dementia	13
26 May, 2014 - The National Residential Medication Chart (NRMCC) Project	39
10 June, 2014 - Aged Care Reforms	104
26 June, 2014 - Retaining & Engaging an Ageing Workforce	10
TOTAL NUMBER OF PARTICIPANTS ACROSS ALL EVENTS	1985

ACS STATE CORPORATE SUPPORTERS

COMPANY	COMPANY
4Community (new October 2013)	Church Resources
A Cleaner World (new October 2013)	Community Resourcing Worldwide
Acclaim Quality Sales & Miranda Plastics (new February 2014)	Creek Solutions
AceTek Systems Pty Ltd	Denham Constructions Pty Ltd
Aged Care Financial Advisers (new Sept 2013)	Dot Yam & Associates (new Sept 2013)
Aged Care Financial Services Australia	DPS Publishing Pty Ltd
Agewell Physiotherapy	Ecomed Technical Pty Ltd
AIM Software Pty Ltd	Fileforce
Alchemy Technology	FireFront Services Pty Ltd (new Sept 2013)
APP Corporation (new Sept 2013)	First State Super
Aqualogic Laundry Systems	Gadens Lawyers
Assetlink Services Pty Ltd (new October 2013)	Gow-Gates Australia
Atkinson Vinden Pty Ltd	Green Sea Shell Consulting (new October 2013)
Bayton Health Support Services	Grindley Construction
Blackett Maquire & Goldsmith (new October 2014)	Hartmann Pty Ltd
Bridges Financial Services	Health Metrics
Bunnings Group Ltd (new April 2014)	HealthStrong Pty Ltd
Bunzl	HealthX
Calder Flower Architects Pty Ltd	HESTA
Catering Industries Pty Ltd	Holman Webb
	Human Care Australia

COMPANY	COMPANY
James Underwood & Associates Pty Ltd (new July 2013)	Relivit Pty Ltd
Lee Care Solutions	RSM Bird Cameron
Lorraine Poulos & Associates	SGS Economics and Planning (new October 2013)
Maxxia	Slater Byrne Recoveries (new March 2014)
Mitus Australia	Smartcare
Moray & Agnew Lawyers	Software North
Moving on Audits	Solar PV Commercial
Nationwide Health & Aged Care Services	SPS Solar (NSW) Pty Ltd (new October 2013)
Next Health Pty Ltd (new April 2014)	StewartBrown
NRMA (new July 2013)	Supercare Property Services
Paynter Dixon	Superior Fire Solutions Pty Ltd (new Sept 2013)
performHR	Sureway Employment & Training (new February 2013)
Perich Constructions (new March 2014)	Tiddox Pty Ltd (new April 2014)
PJ Maynard Consulting	Total Mobility Solutions (new March 2014)
Premier Consulting Australia Ltd	Unique Care
Procura	Voice Project
Programmed Property Services Ltd	Webstercare
QPS Benchmarking	WhiteCollarBlue (new February 2014)
Questek	
Realise Performance	



ACSA NATIONAL PARTNERS

Aged Care Channel	
ANZ Bank	
Bentleys	
Brandpartners	
HESTA Super Fund	
Interface	
Provider Assist	
Russell Kennedy	
SCA Hygiene/TENA	
The Ideal Consultancy	
Thomson Adsett	
Villages.com	
Zurich Financial Services	

2014 ACS STATE AWARDS FOR EXCELLENCE

The annual ACS Awards ceremony was held on 13 May at the Pacific Hotel in Sydney. The winners were as follows:

- Organisation, sponsored by Supermark Property Services, won the award for Best Overall Performance.
- Trainee, sponsored by Stewart Brown Chartered Accountants, won the award for Best Trainee.
- Volunteer, sponsored by Holman Webb Lawyers, won the award for Best Volunteer.
- Employee, sponsored by HESTA, won the award for Best Employee.
- Employee, sponsored by HESTA, won the award for Best Employee.
- Employee, sponsored by HESTA, won the award for Best Employee.
- Employee, sponsored by HESTA, won the award for Best Employee.
- Employee, sponsored by HESTA, won the award for Best Employee.



SUSTAINABILITY WINNER
JOHN ZAMMIT



TRAINEE WINNER
KASEY HAHN



VOLUNTEER WINNER
STEVE FERRIS



EMPLOYEE WINNER
ROSE CARROLL



HUMAN RESOURCE MANAGEMENT WINNER
ROYAL FREEMASONS' BENEVOLENT INSTITUTION



ORGANISATION WINNER
FEROS CARE



ORGANISATION WINNER
CARRINGTON CARE

ACT & SOUTHERN TABLELANDS REGIONAL COMMITTEE

"...MORE FOCUS ON CURRENT
AGED CARE REFORMS."

CHAIR: KAY MARTENS

The ACT & Southern Tablelands Regional Committee saw Nikki Van Diemen resign after several years in the role and Kay Martens from BaptistCare appointed as Chair for 2014.

Traditionally Committee meetings have predominantly been attended by DONs from RACFs and issues were largely residential focused. Meetings have been held monthly with an average attendance of 15, relatively small in comparison to the number of services represented in the area.

Following the July meeting it was agreed that meetings should be bi-monthly with more focus on current aged care reforms. Our aim is to attract those who are currently under-represented, including Community Care and ILU service providers and focus on key issues affecting these cohorts.

In this financial year we have had presentations from:

- Peter Matwijew - ACT Manager of Aged Care and Community Policy;
- Dr Mary-Ann Kulh, Senior Specialist of The Canberra Hospital Medical Assessment and Planning Unit;
- Ross McKay, Director of ACT Future Care Land Release Strategy;
- Karen Ansen from ACS NSW & ACT in regard to industrial matters.

In addition at each meeting we have reports from Medicare Local, ACAT, ACT Health and Aged Care & Community Policy

Primary discussions this year have been around the introduction of the Gateway, Medicare payment issues, My Aged Care websites, and the impact of stopping the Dementia and Severe Behaviour Supplement.

Looking forward, we hope to have more guest speakers from ACS and are excited to host the Financial Forum and Aged Care in Transition Conference in August.



ILLAWARRA REGIONAL COMMITTEE

"THE NUMBER 1 ISSUE WAS WORKFORCE...
SEEKS TO ENSURE ALL ACS MEMBERS HAVE
SUFFICIENT QUALITY STAFF TO PROVIDE ITS
SERVICES NOW AND INTO THE FUTURE."

CHAIR: MARK SEWELL SECRETARY: FIONA MURRAY

The Illawarra Shoalhaven Group spent most of its time this year promoting the Community Health Service Industry Skills Council's Workforce Innovation Network (WIN).

Every ACS member was encouraged to participate in a Reform Ready Review and identify the strengths and weaknesses of their organisation. Over 12 tailored grants were obtained to do project work addressing each organisation's identified gaps.

The No1 issue was workforce, so the regional group was also able to use a larger regional grant to develop the Illawarra Regional Workforce Strategy. This strategy plan was finalised in May and seeks to ensure all ACS members have sufficient quality staff to provide its services now and into the future.

The most important part of the strategy is the establishment of an Aged Care Illawarra Workforce Action Group (ACIWAG) which will bring together employers, training services, recruiters and regional planners to work on implementing things that enable Illawarra aged care providers to be best practice employers. Its first meeting was held in June.

We also hosted a free workshop for ACS members on Environmental Sustainability practices. The NSW Department of Environment and Heritage ran their Sustainability 101 workshop which also encouraged every ACS member to become a member of the Sustainability Advantage program and start their journey towards efficiency and sustainability.

A huge thanks to local ACS members who, despite the challenges at national and state levels, keep providing excellent services to older people in our region.



NEW ENGLAND REGIONAL COMMITTEE

"...PROVIDE NETWORKING OPPORTUNITIES FOR HOME CARE PROVIDERS AS WELL AS RESIDENTIAL PROVIDERS."

CHAIR: SUE THOMSON

TRAINING AND DEVELOPMENT ACTIVITIES:

- Pricing Workshop for members
- Leadership Development workshop for members.

Committee has been very active in ensuring that meetings provide networking opportunities for Home Care providers as well as Residential providers. This has resulted in a better understanding of all members' operations and improved collaboration and relationships between providers. Ultimately Clients and Residents are the beneficiaries. Each meeting consists of invited representatives from either residential or home care to talk about challenges and innovations and how working together has overcome those challenges.

One of the biggest challenges facing the New England is ACAT assessment waiting times, referral systems and ACAT strict adherence to re-assessment and assessment 'guidelines'. All residential and home care providers in the region have expressed concerns, however individual providers have not been able to get any 'traction' on resolutions. The Committee has now elected representatives from residential and home care providers in specific areas within the region to represent the issues of providers in those areas in a facilitated forum with ACAT on 12 August.

This year has been a year of learning for all organisations involved in the New England and the Committee has utilised its internal relationships to support each other through some difficult decision making.

MID NORTH COAST REGIONAL COMMITTEE

"THE IMPACT OF THE AGED CARE REFORMS THAT IN MOST CASES HAVE ONLY JUST BEEN IMPLEMENTED IS NOT YET EVIDENT."

CHAIR: DENNIS MARKS

The Mid North Coast Regional Committee has continued to meet on a quarterly basis even though it is difficult to achieve a good representation of members in the area. I am not sure if it is the workload of managers or a lack of willingness to travel. It is also difficult to maintain a reliable email list of contacts within the membership. Meetings are held in different geographical locations within the region in an attempt to boost the attendance but that does not seem to be working.

ACS staff have assisted the region by providing a member of its staff to attend all meetings and the region has been lucky to have industrial issues and staff education explained face to face. On education, Janet Glaser, ACS Learning Centre Manager attended our August meeting and explained how ACS can help in providing local education workshops, on site workshops or Elearning packages.

The feedback that I as Chair, receive from members on the Mid North Coast is similar to my colleagues from other regions. The impact of the aged care reforms that in most cases have only just been implemented is not yet evident. There are no clear trends in whether residents are going to pay RADs or DAPs; will they have assets to be able to make a choice, or will they have to service their capital payment via a combination and will their decisions affect members' viability. There are other reforms that may affect members such as the Specified Care and Services Schedule, staffing levels in the mid low care facilities and the introduction of Consumer Directed Care in Home Care. It is still early days and we all look forward to the challenges in aged care.

HUNTER REGIONAL COMMITTEE

"MANY OF OUR MEMBERS CONTINUE TO SIT ON ADVISORY COMMITTEES WITH THE HUNTER NOW BEING REPRESENTED ON MOST ACS ADVISORY COMMITTEES."

CHAIR: KAREN BEST
SECRETARY: DAVID KNIGHT

2013-14 has been a big year for the Hunter Branch. As is to be expected the bulk of the efforts this year have been focused on preparing and educating members about the changes in Residential Care coming into effect from July 2014. To assist members Bruce Bailey from RSM Bird Cameron presented at a meeting early in the year which was well attended.

In addition to the LLLB reforms a number of members reported good progression towards compliance with the NSW Fire Sprinkler Code.

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 Hunter members remain informed.

The Hunter Regional Committee has made a concerted effort to get out to different locations for meetings this year with meetings held at Calvary, Maroba and Dungog.

The proposed NRMA Rating Scheme for Retirement Villages has been discussed and input into the market research component of this project has been provided via member participation in the Housing & Retirement Living Advisory Committee.

Attendance again continues to be patchy and seems to be reflective of workload commitments of members.

We have continued to host a range of guest speakers throughout the year and also supported a number of local education initiatives by some of the ACS Corporate Supporters in particular Moray & Agnew Lawyers and Perform HR.

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

"...AGED PEOPLE HAVE NOW
BEEN BURDENED WITH
LARGER DIRECT COSTS FOR
THEIR AGED CARE..."

CHAIR: PIP CARTER

Once again a busy and stressful year for the industry. Attendance at meetings has slightly improved, but improved none the less. Our best attendance for the year was 8. I believe that the continued visits by the ACS staff are paramount to gain face to face relevant information and be able to have questions answered whether it be about, the Living Longer Living Better Reforms, Work Health and Safety, risk management etc.

VISIT TO CANBERRA

In March 2014 I was part of a group from ACS who met with politicians in Canberra to discuss many of the new Living Longer, Living Better (LLLLB) reforms. I ended up meeting with 10 politicians from Liberals, National Party, Labor and one from the Greens. This was a most enlightening visit! All with whom I spoke were nice people however few of them knew anything about the LLLB Reforms. I was even asked by one politician how the reforms get through parliament. I quietly said because your party voted for it. It was an eye opener for me that in the pressure house of parliament, many of the politicians are voting for legislation they do not understand. The only losers out of this sort of system are the people of Australia. It makes such visits to talk about the reforms and the impacts really important. Aged people have now been burdened with larger direct costs for their aged care, and I suspect without the understanding of the consumer, the community or our politicians, I believe that Australia can do better for its aged people.

ACAR ROUND OUTCOME

For many there was once again disappointment in regard to the Aged Care Approvals Round, with CDCs going to the same worthy providers. However giving other worthy providers a chance to enter the Community Care Market would certainly be a fairer option to:

1. Support more providers (and therefore creating more choice) to enter the new and growing part of the aged care services sector – the high priority support for people in their own homes;
2. Assist consumers and providers to build longer term relationships and establish some comfort for clients who may need to move from their own homes into providers' facilities; and
3. Assist in giving providers an opportunity to be more viable in an environment of continued increased tightening of money from the Government.

In the last round of ACAR there were new entrants into the market, some of whom had never delivered the Community Care packages before. While it is good to have new providers, this resulted in some tensions as established providers missed out but were being asked to support the new people in setting up their businesses. This is a new tension for us, and will likely be an ongoing feature of the increased push for competition. At least in the short term, the services were slow to start up and the potential consumers missed out on services. Of course there is also the disappointment and anger for providers ready and willing to expand their services but they keep missing out. The logic behind the choices is not clear and it very hard to enter a new ACAR in a positive way when there is no obvious way to improve the success rate of the applications. It is my firm belief that there has to be a fairer and more equitable way for providers and outsiders to gain community packages in a funding round.

THE REFORM AGENDA

The other matter on the meeting agenda was the Living Longer Living Better Reforms. Much discussion centred around the CDC process and the actual payments made by clients in Community Care as well as the budgeting process which needs to be set up.



In regard to residential care the RADs, DAPs and combination of both were discussed. Strong concerns have been raised regarding the impact on the resident and/or the family once a RAD has been completely depleted through 'drawdowns'. The option posed to deal with this is that the resident can apply for a hardship supplement, but it appears that historically this is only successful around 50% of the time. If that is the case, there have been suggestions that the resident is still liable for the accommodation costs and maybe they need to use the money from their bank or ask for help from the family. This has not faced Australians before and is not what we want to see happen. The Aged Care Funding Authority has been tasked with monitoring this and reporting such things to the new Minister. We too will be monitoring this major change to the Australian way of life. It seems like the consumers interests may not have been put forward strongly enough in this reform process.

In saying that, onwards and upwards as the system is now in place and we have to work within its boundaries. I wish all providers a wobble future, as this country needs both large and small providers to deliver the best care possible to the Australian people.



CENTRAL COAST REGIONAL COMMITTEE

"...OUR COMMITTEE
IS THRIVING..."

CHAIR: PHILLIP WALSH
SECRETARY: SARAH-JOE BURCUL

With the reforms fast approaching when the year commenced the Central Coast Regional Committee set about organising several education sessions with consultants such as Peter Mackinnon. These proved very successful and placed each of our facilities in a far greater informed position and well prepared to adhere to the reforms when they fall due.

The major task work undertaken this year centred around our projects with the Workforce Innovation Network. Seven of our facilities were successful in obtaining grants all valued at \$40,000 each. The facilities were able to use this money to improve in areas such as cost saving, sharing of services and industrial improvements.

In addition, our facilities worked with WIN to hold a regional conference into all matters industrial. The conference was well attended and very successful. Quaintly titled 'The Elephant in the Room' the speakers discussed many topics relative to our industry which created widespread networking. The intention is for this conference to be an annual event.

From a personal perspective our Committee is thriving. Over the past 12 to 18 months we have had several new CEOs join our group plus a couple of other ACS members attending on a regular basis. This has further established better networks plus widening our knowledge in both home and disability care. Our meetings have continued to be an excellent opportunity to exchange opinions and the value of this networking cannot be underestimated.

The support of our local parliamentarians is still strong. That is those who are left or not before ICAC. We meet with them 2 or 3 times a year but their support is limited.

Again the issues of appropriately trained and experienced staff and the inadequate funding still remain. It will be interesting to see how the reforms benefit us over the coming year.

Once again thanks must go to the management and staff of ACS who supply the guidance and support our region requires.

SYDNEY WEST METROPOLITAN NETWORK

"...AN ACTIVE & GROWING
GROUP..."

CHAIR: PETER MACKIE

The Sydney West Metropolitan Network continues to be an active and growing group. With the growing emphasis on community and home care, this year we made a concerted effort to attract members from this segment of the industry to our meetings and we have been pleased to welcome a number of new members. We met 5 times during the year. Meetings are usually held on the third Tuesday of every second month.

We have close to 40 members who attend from time to time, representing almost 30 different organisations. Average attendance during the last year was 19, with a maximum attendance of 21.

Guests speakers at our meetings this year have been:

- Ben Hannemann of WEB2TV and Aged Care Online who spoke about a system for in-house TV, notices, and video for residents, staff and visitors.
- Anthony Clarke from Vectra Corporation who alerted us to the requirements of the Australian Privacy Principles.
- Kate Meizis from Dual Australia Pty Ltd, presenting on the growing need for organisations to consider carrying cyber insurance.
- Janet Glaser, ACS Learning Centre Manager, who brought us up-to-date with offerings from the Learning Centre and sought our input for development of further offerings from ACS.
- Colin Panagakis representing ICSA Software who presented BoardPad, a paperless meeting system.
- Peter Apostolopoulos and Paul Apostolis whose company, MCare Watch has developed the SOS Mobile Watch.

- Illana Halliday, ACS CEO, who gave us a comprehensive update on the changes to the Aged Care Industry to be introduced from 1 July 2014.
- Vivienne Black of Leaders in Leading, leading us through an exercise that showed something of the services available from this consultancy.
- Geoff Liggins, ACS Employee Relations Manager, who gave us an update on the negotiations taking place for a new Enterprise Agreement.

As well as hearing from our speakers, we devote about half of each meeting to discussing the issues that are important to us in the operation of aged care services. We find it beneficial to be able to share our experiences and in so doing we provide support to one another.

Major issues discussed throughout the year included:

- The Workforce Supplement
- Sprinklers in residential aged care facilities
- Preparations for the changes to the industry from 1 July.

In addition to the regular meetings, members appreciate networking by telephone and email, with an informal mentoring arrangement developing in some instances.

Our thanks go to each of the following organisations for hosting our meetings throughout the year: Cardinal Stepinac Village, Bankstown City Aged Care, St Elizabeth Village, Our Lady of Consolation Aged Care and Gracewood Community Village.



RIVERINA REGIONAL COMMITTEE

"OUR AIM HAS BEEN TO SCHEDULE SESSIONS WHICH PROVIDE WORTHWHILE AND PRAGMATIC INFORMATION..."

CHAIR: WENDY ROCKS

The Riverina Regional Committee has met quarterly during the financial year 2013-14 with attendance remaining steady at 8 to 15. This is still a small group comparative to the services represented by ACS in the Riverina. Meetings have been held at sites right around the Riverina demographic, with the aim of sharing the travelling requirements and encouraging attendance. The group has met in Albury, Deniliquin, Wagga Wagga and Finley and the support of the staff of the services at those sites is very much appreciated, offering, as they do, morning tea and lunch in addition to the venue.

Our aim has been to schedule sessions which provide worthwhile and pragmatic information at each meeting, and it has been agreed that monies lodged with ACS NSW & ACT on behalf of the Riverina Regional Committee, should be used to attract speakers and/or provide training/conference opportunities for those in the Committee.

In this financial year we have had presentations from James Underwood from Underwood & Associates on the Aged Care Reforms, Karen Ansen from ACS NSW & ACT in regard to industrial matters, Linda Wilson, Quality & Staff Development Manager from Lutheran Aged Care on 'Setting up an Effective Staff Development Program'.

In addition, at each meeting, the agenda has included feedback and information about the implementation of the July 2014 aged care reforms and their impact on the various services as they are introduced. Robust conversation has continued to occur especially in regard to the population of the 'My Aged Care' website, Medicare payment issues in regard to community services, and the proposed movement of residential care payments to the same payment system, current experiences in regard to ACFI and Accreditation audit processes and outcomes, and occupancy status of the services around the network.

Those who attend are committed in their desire to provide and receive support, despite it being a small group.

CENTRAL WEST REGIONAL COMMITTEE

"...INFORMATION SHARING..."

**CHAIR: RAY HARRIS
SECRETARY: SUE PEARCE**

Due to distance we decided to alternate our meetings between Bathurst and Orange in the hope that our attendances would improve, unfortunately this has not been the desired outcome. Our attendances come mainly from the stand alone facilities, the same old faces each quarter.

The meetings are mainly information sharing and in the current climate of change extremely productive as we have been able to discuss the changes in legislation and giving all a common understanding of the formal process.

Education has been a problem with lack of registrations and on numerous occasions Orange or Bathurst venues cancelled due to lack of numbers. On a personal basis our RNs had to travel to Lithgow as numbers were insufficient for Orange. I do not have any answers for this problem and I can only assume that finance for stand alone facilities may be the issue and for the larger facilities in-house training may be offered.

The larger organisations have little staff involvement with the ACS regional structure in the Central West as 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.

Our meetings with the dedicated, persistent, dependable, committed, staunch, devoted, determined, steadfast, obdurate, tenacious, stalwart and resolute will continue.

FAR SOUTH COAST REGIONAL COMMITTEE

"MEMBERS HAVE EXPRESSED THEIR APPRECIATION FOR THE SUPPORT OF SENIOR ACS STAFF."

**CHAIR: HELEN ELLWOOD
SECRETARY: RHONDA INNES**

Three meetings were held during the year at which the Committee welcomed ACS management staff.

In August 2013, Janet Glaser (Learning Centre Manager) attended.

In November 2013, Illana Halliday (CEO) attended and gave us an update on the reforms.

In March 2014, Geoff Liggins (Manager Employee Relations) informed us about enterprise agreement negotiations, changes to the Fair Work Act re workplace Bullying and Harassment and changes to the Privacy Principles. Members have expressed their appreciation for the support of senior ACS staff.

On 18 March 2014, Helen Ellwood joined the delegation of ACS Board members and staff to lobby Federal parliamentarians in Canberra. The delegation met with some 30 members of parliament and senators. As reported to the Committee meeting on 28 March 2014, the one who showed the least interest was Peter Hendy, member for Eden Monaro (our local member). Far South Coast Regional Committee members expressed their disappointment at Dr Hendy's response to aged care issues, and agreed they will invite their representative in parliament to visit individual aged care organisations on the far south coast.

Far South Coast members participated in the inaugural ACSA National Open Day in June 2014. Staff effort was huge, and local media coverage was excellent. However, visitor numbers were few.

ORANA & FAR WEST REGIONAL COMMITTEE

"...WE HAVE A SOLID CORE OF MEMBERS WHO ATTEND MOST IF NOT ALL OUR MEETINGS..."

**CHAIR: TONY BARLOW
SECRETARY: CATH BUSH
TREASURER: DIANNA NEWMAN**

It seems only a month or 2 since our last report, time sure flies.

As we have done for a number of years we have again shared our meetings around so that some of our members who are challenged by vast distances are less disadvantaged. We held 2 meetings in Dubbo and the other 2 in various facilities.

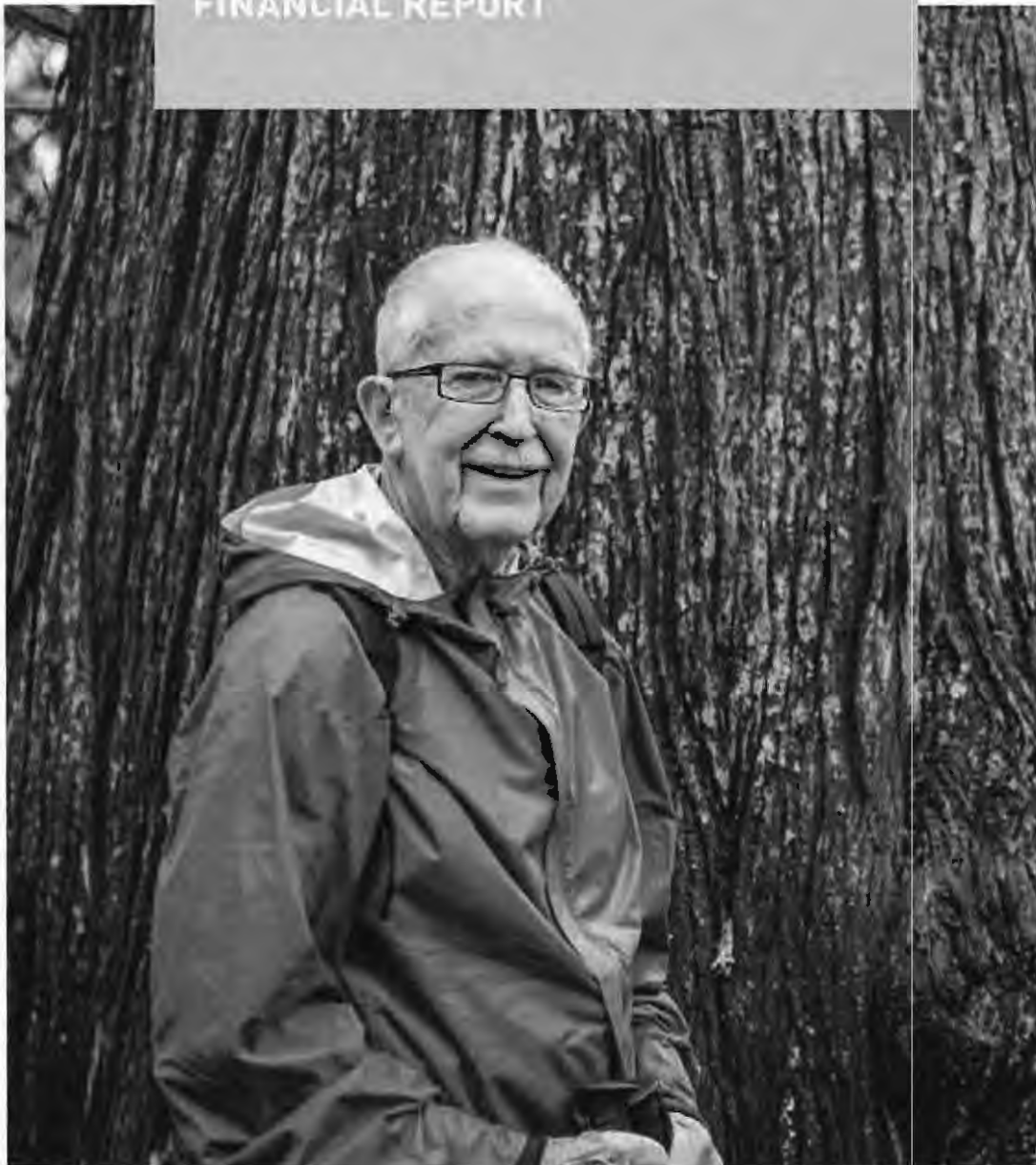
Considering those distances we have a solid core of members who attend most if not all our meetings and we usually have around a dozen or so present.

We have a mixture of large to very small facilities represented and have a strong supportive network among the members. The constant changes to legislation continue to challenge the smaller facilities that have limited administration resources and this makes the networking so much more valuable.

Speaking of legislation we are all now gearing up for the massive changes that are about to come into force. Probably the most annoying aspect of the introduction of these changes is the fact that only weeks out from their implementation there is still a great deal of confusion. The most common complaint or concern is how we are going to explain it to prospective residents. The printed information by the Government does little to provide clear and simple information and providers are struggling with it, so how can we expect the residents and families to follow it.

Despite all this our industry is resilient and we will get through it with each other's help.

ACS 2013-2014 FINANCIAL REPORT



DIRECTORS' OPERATING REPORT

AS AT 30 JUNE 2014

The company is incorporated as a company limited by guarantee and not having a share capital under the provisions of the *Corporations Act 2001* and *Australian Charities and Not-for-profits Commission Act 2012*. The company transferred its incorporation from an Association to a Company Limited by Guarantee on 28 November 2013. On this date the company was registered with the Australian Securities & Investments Commission and accordingly the Association's incorporation was cancelled and its name removed from the Register of Incorporated Associations.

NAMES OF DIRECTORS

The names and positions of the Directors who held office during the year were:

DIRECTOR'S NAME	QUALIFICATIONS, EXPERIENCE & OTHER INFORMATION
Ms Vivienne Allanson <i>Year appointed:</i> <i>Qualifications and experience:</i>	President 2013 RGN, Mid, Ren, Dip Nurs Admin, MHSM, AIM Assoc Fellow, Graduate AICD. Joined the aged care workforce in 1991 as DDON and has moved through DON and Executive DON Roles to her current position of CEO since 2000 at Maroba. Vice President of the ACSA Board. Has strong links with Hunter Businesses and has enjoyed a second term on the Hunter Business Chamber Board. In 2013 accepted the role of Director on the International Association of Homes and Services for the Aged (IAHSA) Board, and will participate in the upcoming Amsterdam EAHSA conference. Also is the aged care representative on the BcN External Advisory Group for the University of Newcastle and recently been invited to represent ACSA members on the Expert Advisory Group for the Spirituality in Aged Care National Guidelines project. Vivienne joined the Board in 2007.
Mr Paul Sadler <i>Year appointed:</i> <i>Qualifications and experience:</i>	Vice President 2013 Master of Social Work degree with the University Medal on the topic of abuse of older people, and a BA (Hons) majoring in Government and Public Administration. Chief Executive Officer of Presbyterian Aged Care NSW & ACT. Presbyterian Aged Care serves over 1300 older people through residential aged care, community care and retirement housing across metropolitan and regional areas of NSW and ACT. Previously was CEO of Aged & Community Services Association of NSW & ACT. Has also held various positions on ageing and disability issues in the NSW Government. Paul joined the Board in 2008.
Mr Philip Armstrong <i>Year appointed:</i> <i>Qualifications and experience:</i>	Director 2013 Member Australian Institute of Company Directors (MAICD) – Fellow Institute Public Accountants (FIPA) – 20 years Not for Profit Board Experience with Campbell Page including current Chair of the Board for their UK based Company – 19 years' Executive Management in Aged Care with Banksia Villages – 9 years Board Experience with ACS NSW & ACT. Phillip joined the Board in 2005 and is a member of the Board, Audit and Risk Committee.

DIRECTORS' OPERATING REPORT

AS AT 30 JUNE 2014

DIRECTOR'S NAME	QUALIFICATIONS, EXPERIENCE & OTHER INFORMATION
Mr Rob Freeman	Director
<i>Year appointed:</i>	2013
<i>Qualifications and experience:</i>	BA (Hons) CA. Chief Executive of Anglican Retirement Villages (ARV), one of Australia's largest aged care providers, employing 2300 staff and providing services to 5500 residents and community clients, since 2009. Also served on the Board of ARV from 2003 to 2007. Experience in accounting and manufacturing. Was a partner at Deloitte for 10 years and held senior financial roles at CSR Limited and Email Limited before joining OneSteel Limited, an Australian steel company as Executive General Manager. Prior to joining ARV was the Managing Director of Capral Limited, Australia's largest aluminium extrusions manufacturer and distribution business. Director of ACS since December 2010 and is committed to an independent voice for the not for profit Charitable and Community Aged Care sector.
Mr David Goodhew	Director
<i>Year appointed:</i>	2013
<i>Qualifications and experience:</i>	Qualifications in Nursing, Aged Care and Health Administration. 28 years in Aged and Community Care service management, including 15 years as a CEO. Experience across a number of church based organisations including UnitingCare Ageing, St Vincent De Paul Society Aged and Disability Services, Anglican Care (Newcastle) and Anglicare (Sydney). Currently Director – Western Region, at Anglicare Diocese of Sydney. David joined the Board in 2012.
Mr Kevin Klose	Director
<i>Date resigned:</i>	November 2013
<i>Qualifications and experience:</i>	Currently: CEO UnitingCare Goulburn North East. Formerly: CEO, McLean Care, Inverell, CEO Autumn Lodge, Armidale and CEO, Strathearn Village, Scone. Kevin joined the Board in 2012 and resigned in November 2013, prior to the Company's incorporation.
Mr Rex Leighton	Director
<i>Date resigned:</i>	September 2013
<i>Qualifications and experience:</i>	JP, B Fin Admin, MBA, MAICD, FCIS, FGIA. Currently Chief Executive Officer of Illawarra Diggers. Over 36 years of senior management experience in the health and aged care sectors and has undertaken training with the Australian Institute of Company Directors and Governance Institute of Australia. Rex joined the Board in 1998 and resigned in September 2013, prior to the Company's incorporation.

DIRECTORS' OPERATING REPORT

AS AT 30 JUNE 2014

DIRECTOR'S NAME	QUALIFICATIONS, EXPERIENCE & OTHER INFORMATION
Mr Ross Low	Director
<i>Year appointed:</i>	2013
<i>Qualifications and experience:</i>	B. Commerce (UNSW) – major in Accounting, Grad.Dip. Finance (UTS); CPA; ACIS. Experience includes 24 years with Unilever Plc in various roles, including time in roles in the UK and NZ, to CEO level, 11 years with Schering-Plough Australia as Finance Director and 10 years with BaptistCare NSW & ACT, including the last 4 years as CEO. Ross joined the Board in 2012.
Mr David Maher	Director
<i>Year appointed:</i>	2013
<i>Qualifications and experience:</i>	BCom; MBA (With Merit) 25 years' experience in finance and management in the health sector, including Public & Private Hospitals both in Australia and overseas, and Aged Care. Current: Managing Director at Catholic Healthcare Limited. David joined the Board in 2011.
Ms Elizabeth Orr	Director
<i>Date resigned:</i>	October 2013
<i>Qualifications and experience:</i>	Formerly General Manager Operations at Wesley Mission. Experience in Change Management, Strategic Planning, Leadership Development, Business Process Improvement, Program Management, Governance and Management Consulting. Elizabeth joined the Board in 2010 and resigned in October 2013, prior to the Company's incorporation.
Mr Raad Richards	Director
<i>Year appointed:</i>	2013
<i>Qualifications and experience:</i>	BBus, Industrial Relations and Human Resources (Graduate Diploma) and Master of Health Planning (MHP). Currently the Chief Executive of Carrington Centennial Care Ltd. Has extensive involvement at a board level in various organisations, including non-government organisations, financial institutions and community service sector, including Life Membership of the Australasian College of Health Service Management and Chair of the Advisory Committee, Health Management and Science, University of Western Sydney. Raad joined the Board in 2008 and is a member of the Board, Audit and Risk Committee.
Mr Mark Warwick Sewell	Director
<i>Year appointed:</i>	2013
<i>Qualifications and experience:</i>	Bachelor Social Sciences (CSU), Graduate Certificate Management (UNSW), MBA (UNE) Experience: Senior manager NSW public service, CEO Regional NFP organisation, Volunteer Director & Chair of several community owned charities. Mark joined the Board in 2009 and was re-elected in 2013.

DIRECTORS' OPERATING REPORT

AS AT 30 JUNE 2014

DIRECTOR'S NAME	QUALIFICATIONS, EXPERIENCE & OTHER INFORMATION
Ms Nicole Schleicher	Director
<i>Date resigned:</i>	December 2013
<i>Qualifications and experience:</i>	Currently is General Manager National Services at Redkite. Past – General Manager Community Services at The Benevolent Society, Director, Family & Community Services at Wesley Mission & Operations and Policy Manager Community Services Baptist Community Services NSW & ACT. Education – University of New England (AU), Australian Graduate School of Management University of Sydney. Nicole joined the Board in 2012.
Mr Alexander Shaw	Director
<i>Year appointed:</i>	2013
<i>Qualifications and experience:</i>	25 years in Financial Markets. Joined the Board of the Royal Freemasons' Benevolent Institution in 1981 and resigned in 1994 to become CEO, currently still CEO with RFB after 20 years. Alexander joined the Board in 2013.
Mr Stephen Teulan	Director
<i>Year appointed:</i>	2013
<i>Qualifications and experience:</i>	Qualifications are B. Commerce and Chartered Accountant and in the Aged Care sector for 15 years. Appointed in September 2011 as Director UnitingCare Ageing NSW ACT, one of Australia's largest aged care providers. He was previously the National Director Aged Care & Retirement Services for Little Company of Mary Health Care, and prior to that held senior management roles at Catholic Health Care, Mercy Family Centre and the Mater Hospital North Sydney. Those roles followed 7 years as a health consulting partner at Deloitte. Stephen joined the Board in 2012.
Mr Ron Thompson	Director
<i>Year appointed:</i>	2014
<i>Qualifications and experience:</i>	Masters in Business Administration and is a qualified Aged Care Assessor. Chief Executive Officer of RSL LifeCare, a leader in senior living, providing residential care. Has over 25 years' general management experience in Health and Aged Care. In prior roles has worked in a top 50 ASX listed company and been Chief Executive of a 400 bed tertiary hospital.

DIRECTORS' OPERATING REPORT

AS AT 30 JUNE 2014

DIRECTOR'S NAME	QUALIFICATIONS, EXPERIENCE & OTHER INFORMATION
Mr Stephen Walkerden	Director
<i>Year appointed:</i>	2013
<i>Qualifications and experience:</i>	Accounting Certificate, Masters in Management (Community) UTS, Graduate Certificate in Health and Ageing (Macq), Graduate of Australian Institute of Company Directors. Professional Memberships: Australian Institute of Company Directors, Australian Association of Gerontology, Governance Institute of Australia. General Manager UPA 1995 – present. Finance & Services Manager Leichhardt Uniting Church Aged Care 1988-1995. Management & Chief Accountant Wesley Mission 1983-1988. Member of ACS Financial Issues Advisory Committee and CEO Remuneration & Performance Committee. Stephen joined the Board in 2002 and is a member of the Board, Audit and Risk Committee.
Ms Louise Watters	Director
<i>Year appointed:</i>	2013
<i>Qualifications and experience:</i>	Registered nurse with a degree in health management. Has held executive positions across the acute health sector and aged care sector since 1996, including managing 2 large Sydney hospitals. Currently CEO of Port Stephens Veterans & Citizens Aged Care, a stand-alone community based provider and has held this position for 6 years. Has been a member of the ACS Residential Advisory Committee for 10 years and has assisted the Committee in developing key policies such as safe medication administration by certificate 3 and 4 staff; secondly participation with the NSW Nursing and Midwifery Registration Board in role delineation of all levels of staff working in the acute and community sector ensuring that aged care had a voice. Louise joined the Board in 2013.
Ms Alexandra Zammit	Director
<i>Year appointed:</i>	2013
<i>Qualifications and experience:</i>	Tertiary qualifications, namely a Bachelor of Nursing and post graduate qualifications in Science Medicine specialising in pain management, a Diploma of Management and is a graduate and member of the Australian Institute of Company Directors. Current role is the CEO of Thomas Holt and has worked in the aged care industry for the past 8 years. Previously, worked in the public health system for 25 years holding senior management roles which included a broad range of positions in the areas of clinical care, teaching, research and corporate services. Previous roles include Director of Care – Thomas Holt, Acting Director of Demand Management – Liverpool Hospital, Deputy Director of Corporate Services – Liverpool Hospital and Executive Assistant to the General Manager – Liverpool Hospital. Director on the Board of the Australian Kookaburra Kids Foundation. Alexandra joined the Board in 2013.

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

DIRECTORS' OPERATING REPORT

AS AT 30 JUNE 2014

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 surplus of \$203,375 (2013: \$190,937).

SIGNIFICANT CHANGES IN STATE OF AFFAIRS

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

OBJECTIVES OF THE COMPANY

The objectives of the company are detailed in the annual report provided to all members of the company prior to the Annual General Meeting.

The short and long term objectives are:-

1. to encourage and support Members in their provision of appropriate standards of services for people who are aged, have a disability, or those who are marginalised or disadvantaged;
2. to promote the provision of quality residential and community care services and housing services in Australia;
3. to promote the work of, encourage co-operation between and to provide a focus for the exchange of information and ideas to assist Members in fulfilling their roles;
4. to facilitate effective representation for and on behalf of Members before all tiers of government and the community;
5. to influence and develop the long term strategic direction, policies and programs for the care and well-being of older persons in Australia, especially those suffering from increasing frailty, disability or disadvantage, and to advocate on behalf of Members in connection with this;
6. to promote the important role that church, charitable and not for profit agencies bring to the community, particularly their dominant role in providing services to special needs groups and in research to identify services for older Australians;
7. to provide, encourage and support the development of educational programs aimed at improving standards of care for older persons in Australia; and
8. to support and represent Members in connection with any industrial relations issues, including but not limited to awards, agreements and matters before tribunals or commissions, and including to act as an employer organisation in regard to matters of a general industrial, employee and/or award nature for which purposes the Company will, among other things:
 - i. take such steps as are necessary to enable it to represent Members before the Fair Work Commission and any relevant Federal or State tribunal or registry;
 - ii. provide an industrial service to Members including the provision of awards and industrial information, and whenever appropriate in the circumstances, representation in establishment and/or industry-based disputes;
 - iii. arrange training programmes and packages aimed at enhancing the performance standards of management and staff.

DIRECTORS' OPERATING REPORT

AS AT 30 JUNE 2014

OBJECTIVES OF THE COMPANY (CONTINUED)

To achieve these objectives the following strategies have been adopted:-

1. Influence through relevant and effective advocacy;
2. Analyse, interpret and disseminate changing policy agendas and community expectations;
3. Build member capacity;
4. Retain and expand the membership base;
5. Ensure ACS is a sustainable organisation; and
6. Support a national voice for church, charitable and not-for-profit care providers in Australia.

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	6	5	Mr Ross Low	6	6
Mr Paul Sadler	5	6	Mr Stephen Walkerden	6	6
Mr Alexander Shaw**	4	3	Mr Steve Teulan	6	5
Mr David Goodhew	6	5	Ms Alexandra Zammit**	4	4
Mr David Maher	6	5	Ms Louise Watters**	3	2
Mr Mark Sewell**	4	4	Mr Kevin Klose*	2	2
Mr Philip Armstrong	6	4	Mr Rex Leighton*	2	2
Mr Raad Richards	6	4	Ms Elizabeth Orr*	2	2
Mr Rob Freeman	6	5	Ms Nicole Schleicher*	3	3
Mr Ron Thompson**	1	1			

* resigned

** appointed

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 295 members.
2. The company had 29 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 *Fair Work (Registered Organisations) Act 2009*.

LIMITATION OF MEMBERS' LIABILITY

The company is incorporated under the *Corporations Act 2001* as a company limited by guarantee. If the company is wound up, its constitution states that each member is required to contribute a maximum of \$100 each towards meeting any outstanding obligations of the company. At 30 June 2014 the number of members was 295 and their collective liability was \$29,500.

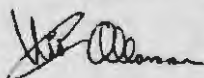
DIRECTORS' OPERATING REPORT

AS AT 30 JUNE 2014

INDEPENDENCE DECLARATION

The auditor's independence declaration as required under s307C of the *Corporations Act 2001* for the year ended 30 June 2014 has been received and can be found on the following page, which forms part of the Directors' report.

This report is made in accordance with a resolution of the Board made on 4 September 2014 and is signed for and on behalf of the Board by:



Vivienne Allanson
President



Stephen Walkerdén
Director

DIRECTORS' OPERATING REPORT

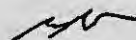
AS AT 30 JUNE 2014

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2014 there has been:

- (a) no contraventions of the auditor independence requirements as set out in the *Corporations Act 2001* in relation to the audit; and
- (b) no contraventions of any applicable code of professional conduct in relation to the audit.



Stewart Brown
Chartered Accountants



R.M. Barnes
Partner

4 September 2014

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2014

	Note	2014 \$	2013 \$
ASSETS			
Current assets			
Cash and cash equivalents	4	4,475,676	3,887,003
Trade and other receivables	5	934,175	558,531
<i>Total current assets</i>		<u>5,409,851</u>	<u>4,445,534</u>
Non-current assets			
Property, plant and equipment	6	285,911	326,534
<i>Total non-current assets</i>		<u>285,911</u>	<u>326,534</u>
TOTAL ASSETS		<u>5,695,762</u>	<u>4,772,068</u>
LIABILITIES			
Current liabilities			
Trade and other payables	7	2,348,442	1,636,537
Provisions	8	154,002	148,434
<i>Total current liabilities</i>		<u>2,502,444</u>	<u>1,784,971</u>
Non-current liabilities			
Provisions	8	28,734	25,888
<i>Total non-current liabilities</i>		<u>28,734</u>	<u>25,888</u>
TOTAL LIABILITIES		<u>2,531,178</u>	<u>1,810,859</u>
NET ASSETS		<u>3,164,584</u>	<u>2,961,209</u>
EQUITY			
Retained earnings		3,164,584	2,961,209
TOTAL EQUITY		<u>3,164,584</u>	<u>2,961,209</u>

STATEMENT OF PROFIT OR LOSS & OTHER COMPREHENSIVE INCOME

AS AT 30 JUNE 2014

	Note	2014 \$	2013 \$
Revenue	2	5,176,920	5,130,487
Other income	2	-	7,320
		<u>5,176,920</u>	<u>5,137,807</u>
Expenses			
Staff costs		(1,966,958)	(1,918,632)
Administration expenses		(647,286)	(590,690)
Consultancy		(27,594)	(33,831)
Depreciation and amortisation	3	(120,372)	(109,690)
Events		(397,117)	(402,477)
Learning Centre expenses		(320,145)	(244,783)
Office accommodation		(286,657)	(316,228)
Project expenses		(869,465)	(1,025,000)
Subscriptions		(337,951)	(305,539)
		<u>(4,973,545)</u>	<u>(4,946,870)</u>
Profit before income tax		203,375	190,937
Income tax expense		-	-
Profit for the year		203,375	190,937
Other comprehensive income for the year		-	-
Total comprehensive income for the year		<u>203,375</u>	<u>190,937</u>

The accompanying notes form part of these financial statements

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2014

	Retained Earnings \$	Total \$
Balance at 1 July 2012	2,770,272	2,770,272
Comprehensive income		
Profit for the year	190,937	190,937
Other comprehensive income	-	-
Total comprehensive income for the year	<u>190,937</u>	<u>190,937</u>
Balance at 30 June 2013	<u>2,961,209</u>	<u>2,961,209</u>
Balance at 1 July 2013	2,961,209	2,961,209
Comprehensive income		
Profit for the year	203,375	203,375
Other comprehensive income	-	-
Total comprehensive income for the year	<u>203,375</u>	<u>203,375</u>
Balance at 30 June 2014	<u>3,164,584</u>	<u>3,164,584</u>

The accompanying notes form part of these financial statements

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014 \$	2013 \$
Cash flows from operating activities			
Receipts from customers and government		5,638,244	4,799,258
Payments to suppliers and employees		(5,110,668)	(5,316,398)
Interest received		140,846	210,714
Net cash flows from operating activities	10	<u>668,422</u>	<u>(306,426)</u>
Cash flows from investing activities			
Proceeds from sale of property, plant and equipment		-	32,516
Purchase of property, plant and equipment		(79,749)	(144,546)
Net cash flows from investing activities		<u>(79,749)</u>	<u>(112,030)</u>
Net increase (decrease) in cash and cash equivalents		588,673	(418,456)
Cash and cash equivalents at the beginning of the financial year		3,887,003	4,305,459
Cash and cash equivalents at the end of the financial year	4	<u>4,475,676</u>	<u>3,887,003</u>

The accompanying notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2014

Note 1 - Statement of accounting policies

Reporting entity

The financial report is for the Aged & Community Services NSW & ACT as an individual entity and domiciled in Australia. The company is incorporated in New South Wales under the *Corporations Act 2001* and *Australian Charities and Not-for-profits Commission Act 2012*.

The company transferred its incorporation from an Association to a Company Limited by Guarantee on 28 November 2013. On this date the company was registered with the Australian Securities & Investments Commission and accordingly the Association's incorporation was cancelled and its name removed from the Register of Incorporated Associations.

The financial statements were approved by the Board of Directors on 4 September 2014.

Basis of preparation

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 *Corporations Act 2001*, *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.

Historical cost convention

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.

New and revised standards that are effective for these financial statements

During the 30 June 2014 financial year the company adopted the following standards: AASB 13: *Fair Value Measurement* and *Amendments to AASB 119: Employee Benefits*. The adoption of these standards had no significant impact on the company.

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.

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.

Income Tax

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2014

Note 1 - Statement of accounting policies (continued)

Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST except:

- (i) Where the GST incurred on a purchase of goods and services is not recoverable from the taxation authority, in which case the GST is recognised as part of the cost of acquisition of the asset or as part of the expense item as applicable; and
- (ii) Receivables and payables are stated with the amount of GST included.

The net amount of GST recoverable from, or payable to, the taxation authority is included as part of receivables or payables in the statement of financial position.

Cash flows are included in the statement of cash flows on a gross basis and the GST component of cash flows arising from investing and financing activities, which is recoverable from, or payable to, the taxation authority, are classified as operating cash flows. Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the taxation authority.

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:

(i) Members 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.

(ii) 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.

(iii) 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.

(iv) 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.

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.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2014

Note 1 - Statement of accounting policies (continued)

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 fixed assets 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 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 2014

Note 1 - Statement of 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 2014

Note 1 - Statement of 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.

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 entity 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 entity'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.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2014

Note 1 - Statement of accounting policies (continued)

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 entity 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 national government bonds with terms to maturity that match the expected timing of cash flows.

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.

New accounting standards for application in future periods

The AASB has issued a number of new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods, some of which are relevant to the company. The company has decided not to early adopt any of the new and amended pronouncements. The company's assessment of the new and amended pronouncements that are relevant to the company but applicable in future reporting periods is set out below:

- AASB 9: *Financial Instruments* (December 2010) and associated Amending Standards (applicable for annual reporting periods commencing on or after 1 January 2017).

These Standards will be applicable retrospectively (subject to the provisions on hedge accounting outlined below) and include revised requirements for the classification and measurement of financial instruments, revised recognition and derecognition requirements for financial instruments, and simplified requirements for hedge accounting.

The key changes that may affect the company on initial application of AASB 9 and associated Amending Standards include certain simplifications to the classification of financial assets, simplifications to the accounting of embedded derivatives, and the irrevocable election to recognise gains and losses on investments in equity instruments that are not held for trading in other comprehensive income.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2014

Note 1 - Statement of accounting policies (continued)

New accounting standards for application in future periods (continued)

AASB 9 also introduces a new model for hedge accounting that will allow greater flexibility in the ability to hedge risk, particularly with respect to the hedging of non-financial items. Should the company elect to change its hedge accounting policies in line with the new hedge accounting requirements of AASB 9, the application of such accounting would be largely prospective.

Although the Directors anticipate that the adoption of AASB 9 may have an impact on the company's financial instruments, it is impracticable at this stage to provide a reasonable estimate of such impact.

- *AASB 10: Consolidated Financial Statements, AASB 11: Joint Arrangements, AASB 12: Disclosure of Interests in Other Entities, AASB 127: Separate Financial Statements (August 2011) and AASB 128: Investments in Associates and Joint Ventures (August 2011) (as amended by AASB 2012-10: Amendments to Australian Accounting Standards - Transition Guidance and Other Amendments), and AASB 2011-7: Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards (applicable for annual reporting periods commencing on or after 1 January 2013).*

AASB 10 replaces parts of AASB 127: *Consolidated and Separated Financial Statements* (March 2008, as amended) and *Interpretation 112: Consolidation - Special Purpose Entities*. AASB 10 provides a revised definition of control and additional application guidance so that a single control model will apply to all investees. This Standard is not expected to significantly impact the company's financial statements.

AASB 11 replaces AASB 131: *Interests in Joint Ventures* (July 2004, as amended). AASB 11 requires joint arrangements to be classified as either "joint operations" (where the parties that have joint control of the arrangement have rights to the assets and obligations for the liabilities) or "joint ventures" (where the parties that have joint control of the arrangement have rights to the net assets of the arrangement). Joint ventures are required to adopt the equity method of accounting (proportionate consolidation is no longer allowed). This Standard is not expected to significantly impact the company's financial statements.

AASB 12 contains the disclosure requirements applicable to entities that hold an interest in a subsidiary, joint venture, joint operation or associate. AASB 12 also introduces the concept of a "structured entity", replacing the "special purpose entity" concept currently used in *Interpretation 112*, and requires specific disclosures in respect of any investments in unconsolidated structured entities. This Standard will affect disclosures only but is not expected to significantly impact the company's financial statements.

To facilitate the application of AASB's 10, 11 and 12, revised versions of AASB 127 and AASB 128 have also been issued. These Standards are not expected to significantly impact the company's financial statements.

- *AASB 2012-3: Amendments to Australian Accounting Standards - Offsetting Financial Assets and Financial Liabilities (applicable for annual reporting periods commencing on or after 1 January 2014).*

This Standard provides clarifying guidance relating to the offsetting of financial instruments and is not expected to significantly impact the company's financial statements.

- *Interpretation 21: Levies (applicable for annual reporting periods commencing on or after 1 January 2014).*

Interpretation 21 clarifies the circumstances under which a liability to pay a levy imposed by a government should be recognised, and whether that liability should be recognised in full at a specific date or progressively over a period of time. This Interpretation is not expected to significantly impact the company's financial statements.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2014

Note 1 - Statement of accounting policies (continued)

New accounting standards for application in future periods (continued)

- *AASB 2013-3: Amendments to AASB 136 - Recoverable Amount Disclosures for Non-Financial Assets (applicable for annual reporting periods commencing on or after 1 January 2014).*

This Standard amends the disclosure requirements in AASB 136: *Impairment of Assets* pertaining to the use of fair value in impairment assessment and is not expected to significantly impact the company's financial statements.

- *AASB 2013-4: Amendments to Australian Accounting Standards - Novation of Derivatives and Continuation of Hedge Accounting (applicable for annual reporting periods commencing on or after 1 January 2014).*

AASB 2013-4 makes amendments to AASB 139: *Financial Instruments: Recognition and Measurement* to permit the continuation of hedge accounting in circumstances where a derivative, which has been designated as a hedging instrument, is novated from one counterparty to a central counterparty as a consequence of laws or regulations. This Standard is not expected to significantly impact the company's financial statements.

- *AASB 2013-5: Amendments to Australian Accounting Standards - Investment Entities (applicable for annual reporting periods commencing on or after 1 January 2014).*

AASB 2013-5 amends AASB 10: *Consolidated Financial Statements* to define an "investment entity" and requires, with limited exceptions, that the subsidiaries of such entities be accounted for at fair value through profit or loss in accordance with AASB 9 and not be consolidated. Additional disclosures are also required. As neither the parent nor its subsidiaries meet the definition of an investment entity, this Standard is not expected to significantly impact the company's financial statements.

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.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
Note 2 - Revenue		
Revenue		
Members subscriptions	2,016,453	1,903,165
Courses income	804,746	611,473
Events income	732,309	821,931
Projects income	1,033,726	1,258,277
Consultancy income	385,763	305,098
Industrial services income	19,709	20,621
Other operating revenue	40,052	17,230
	<u>5,032,758</u>	<u>4,937,795</u>
Other revenue		
Interest income	144,162	192,692
	<u>144,162</u>	<u>192,692</u>
Total revenue	<u>5,176,920</u>	<u>5,130,487</u>
Other income		
Net gain on the disposal of property, plant and equipment	-	7,320
Total other income	<u>-</u>	<u>7,320</u>
Total revenue and other income	<u>5,176,920</u>	<u>5,137,807</u>

Note 3 - Expenses

Depreciation and amortisation		
Leasehold improvements	10,516	10,515
Plant and equipment	68,720	51,580
Motor vehicles	41,136	47,595
Total depreciation and amortisation	<u>120,372</u>	<u>109,690</u>
Rental expenses relating to operating leases	220,045	242,545

Note 4 - Cash and cash equivalents

Cash at bank and on hand	1,114,308	643,243
Short term bank deposits	3,361,368	3,243,760
Total cash and cash equivalents	<u>4,475,676</u>	<u>3,887,003</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 14.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
Note 5 - Trade and other receivables		
Current		
Trade receivables	797,058	430,792
Provision for impairment	<u>(3,000)</u>	<u>(3,000)</u>
	794,058	427,792
Other receivables	64,649	62,019
Prepayments	75,468	68,720
Total current trade and other receivables	<u>934,175</u>	<u>558,531</u>
Provision for impairment		
Balance at the beginning of the financial year	3,000	3,000
Increase (decrease) in provision	-	-
Balance at the end of the financial year	<u>3,000</u>	<u>3,000</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 14.

Note 6 - Property, plant and equipment

	Leasehold Improvements \$	Furniture and Equipment \$	Motor Vehicles \$	Total \$
At 30 June 2013				
Cost	120,036	533,340	216,131	869,507
Accumulated depreciation	<u>(83,660)</u>	<u>(398,700)</u>	<u>(60,613)</u>	<u>(542,973)</u>
Net carrying amount	<u>36,376</u>	<u>134,640</u>	<u>155,518</u>	<u>326,534</u>
Movements in carrying amounts				
Net carrying amount at 1 July 2013	36,376	134,640	155,518	326,534
Additions	-	50,167	29,582	79,749
Depreciation charge for the year	<u>(10,516)</u>	<u>(68,720)</u>	<u>(41,136)</u>	<u>(120,372)</u>
Net carrying amount at 30 June 2014	<u>25,860</u>	<u>116,087</u>	<u>143,964</u>	<u>285,911</u>
At 30 June 2014				
Cost	120,036	452,201	245,714	817,951
Accumulated depreciation	<u>(94,176)</u>	<u>(336,114)</u>	<u>(101,750)</u>	<u>(532,040)</u>
Net carrying amount	<u>25,860</u>	<u>116,087</u>	<u>143,964</u>	<u>285,911</u>

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
Note 7 - Trade and other payables		
Current		
Trade payables	82,943	35,841
Subscriptions received in advance	1,483,985	309,770
Project funding received in advance	253,890	734,504
Seminars income received in advance	144,359	186,969
Liabilities to employees	198,504	169,910
Other payables	184,761	199,543
Total current trade and other payables	2,348,442	1,636,537

Liquidity risk

The company's exposure to liquidity risk related to trade and other payables is disclosed in note 14.

Note 8 - Provisions

Current		
Employee entitlements - long service leave	154,002	148,434
Total current provisions	154,002	148,434
Non-current		
Employee entitlements - long service leave	28,734	25,888
Total non-current provisions	28,734	25,888

Note 9 - 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	458,633	413,780
Post-employment benefits	39,013	20,901
Other long-term benefits	-	8,784
	497,646	443,465

Note 10 - Cash flow information

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

Profit after income tax	203,375	190,937
Adjustments for:		
Depreciation and amortisation	120,372	109,690
Net loss (gain) on disposal of property, plant and equipment	-	(7,320)

Changes in assets and liabilities

(Increase) decrease in trade and other receivables	(368,896)	(168,648)
(Increase) decrease in prepayments	(6,748)	8,526
(Decrease) increase in trade and other payables	32,320	3,801
(Decrease) increase in income in advance	650,991	(407,958)
(Decrease) increase in employee liabilities	28,594	(14,779)
(Decrease) increase in provisions	8,414	(20,675)
Net cash from operating activities	668,422	(306,426)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
Note - 11 Commitments		
Operating lease commitments		
Commitments for minimum lease payments in relation to non-cancellable operating leases are payable as follows:		
Within one year	277,063	147,834
Later than one year but not later than five years	452,688	66,135
	729,751	213,969

(i) The property lease was renewed effective from November 2013 and is a non-cancellable lease expiring in November 2016, with rent payable monthly in advance. An option exists to renew the lease at the end of the term for an additional terms of three 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 12 - Events occurring after balance date

There were no significant events occurring after balance date.

Note 13 - 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 14 - Financial instruments

General

Note 1 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:-

	2014 \$	2013 \$
Cash and cash equivalents (refer note 4)	4,474,826	3,886,153
Trade and other receivables (refer note 5)	934,175	558,531
	5,409,001	4,444,684

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
Note 14 - 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	267,704	235,384
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	4,474,826	3,886,153
A change of 1% in interest rates at the reporting date would have increased (decreased) equity and profit or loss by \$44,748 (2013: \$38,862). 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	4,475,676	3,887,003
Trade and other receivables	934,175	558,531
	5,409,851	4,445,534
Liabilities carried at amortised cost		
Trade and other payables	2,348,442	1,636,537
As at 30 June 2014 the fair value has been assessed to be the same amount as the carrying value. This analysis was the same as at the 2013 balance date. The basis for determining fair value is disclosed in note 1.		
Fair value hierarchy		
All financial instruments are carried at amortised cost.		

Note 15 - 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 Australia:

- A member of the company, or the General Manager of Fair Work Australia, may apply to the company for specified prescribed information in relation to the company to be made available to the person making the application.
- 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.
- The company must comply with an application made under subsection (1).

DIRECTORS' DECLARATION

FOR THE YEAR ENDED 30 JUNE 2014

DIRECTORS' DECLARATION

On 4 September 2014 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 2014.

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

- the financial statements and notes comply with the Australian Accounting Standards;
- the financial statements and notes comply with the reporting guidelines of the General Manager of Fair Work Australia;
- 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;
- there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable;
- during the financial year to which the GPFR relates and since the end of that year:
 - meetings of the Directors were held in accordance with the rules of the organisation; and
 - the financial affairs of the company have been managed in accordance with the rules of the organisation; and
 - the financial records of the company have been kept and maintained in accordance with the *Corporations Act 2001*, *Australian Charities and Not-for-profits Commission Regulation 2013* and *Fair Work (Registered Organisations) Act 2009*; and
 - there is only one reporting unit and there are no branches; and
 - 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
 - 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*.
- there has been no recovery of wages activity.

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



Vivienne Allanson
President



Stephen Walkerden
Director

4 September 2014

FOR THE YEAR ENDED 30 JUNE 2014

[illegible]

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 performance as at 30 June 2014 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 Corporations Act 2001, 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 Corporations Act 2001.

Auditor's Opinion

In our opinion the financial report of the Aged & Community Services NSW & ACT is in accordance with Corporations Act 2001, 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 2014 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards and Interpretations and the Corporations Act 2001 and Australian Charities and Not-for-profits Commission Act 2012

FOR THE YEAR ENDED 30 JUNE 2014

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(S) 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 *Corporations Act 2001* and *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:

- the financial report is prepared fairly in accordance with Australian Accounting Standards (including Australian Accounting Interpretations); and
- the company maintained satisfactory accounting records in relation to the year ended 30 June 2014 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
- 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:

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

StewartBrown
StewartBrown
Chartered Accountants

R.M. Barnes
Partner
Registered Company Auditor

4 September 2014



Aged & Community
Services NSW & ACT

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Aged & Community
Services NSW & ACT



02 October 2014

Mr Robert Pfeiffer
Senior Adviser
Regulatory Compliance Branch
Fair Work Australia
80 William Street
EAST SYDNEY NSW 2011

Dear Mr Pfeiffer

**Re: Lodgement of Statement of Loans, Grants or Donation
s.237 - Fair Work (Registered Organisations) Act 2009 (the RO Act)**

In accordance with s.237 of the Fair Work (Registered Organisations) Act 2009 (the RO Act). This company is required to prepare and lodge a statement showing the relevant particulars in relation to each loan, grant or donation of an amount exceeding \$1,000.00.

Our company has made no loans, grants or donations during the financial year as set out in s.237 of the RO Act.

Should you require anything further please don't hesitate to contact Mira Sandré, Office Manager on 02 8754 0400.

Yours faithfully

Illana Halliday
CHIEF EXECUTIVE OFFICER

Vivienne Allanson
PRESIDENT

Statement of loans, grants and donations exceeding \$1,000 for financial year ending 30/06 /2014

Please refer to section 237 of the *Fair Work (Registered Organisations) Act 2009* when completing this form. This statement when lodged with the Fair Work Commission may only be viewed by a member of the organisation. Use of this form is optional.

Organisation details

Name of organisation including division or branch

AGED & COMMUNITY SERVICES NSW & ACT

Postal Address

PO Box 3124

RHODES NSW

Postcode 2138

Details of officer completing the statement

Name

ILLANA HALLIDAY

Name of office held in organisation

CHIEF EXECUTIVE OFFICER

(An officer of the organisation should complete the statement)

Postal Address

AS ABOVE.

Postcode

Telephone number (BH)

(02) 8754 0400

Facsimile number

()

Email

Mail@acs.asn.au

I certify that the information contained in this statement and its attachments is true and complete.

Signature

Date

LOANS, GRANTS AND DONATIONS EXCEEDING \$1,000 MADE BY ORGANISATION

(if insufficient space, please attach separate sheet)

LOANS

Name of Recipient of Loan	Address	Amount	Purpose for which loan required	Security given in relation to loan	Arrangements for repayment of loan
NIL					

Note: where a loan is made to relieve a member or dependant of a member from severe financial hardship, the name and address and particulars of arrangements for repayment need not be stated.

GRANTS

Name of Recipient of Grant	Address	Amount	Purpose of Grant
NIL			

Note: where a grant is made to relieve a member or dependant of a member from severe financial hardship, the name and address need not be stated

DONATIONS

Name of Recipient of Donation	Address	Amount	Purpose of Donation
-------------------------------	---------	--------	---------------------

N/L				

Note: where a donation is made to relieve a member or dependant of a member from severe financial hardship, the n