



Annual Report

2023/2024

Shaping a stronger Southcare,
making a difference everyday.





Artist: Charlotte Eades

Charlotte is a Noongar Woman, born in Gnowangerup, from Goreng Country in the Great Southern region. Charlotte has lived in South Perth, Manning, and Como community for over 20 years, and has been involved with local community organisations within the area, including Southcare.

Acknowledgment of Country

Djerap Moort (Community Connection)

Djerap Moort (Community Connection) captures the spirit of Southcare, as a not-for-profit devoted to proactively caring, connecting, and contributing within the community. Djerap Moort symbolises the rich tapestry of the local community Southcare embraces.

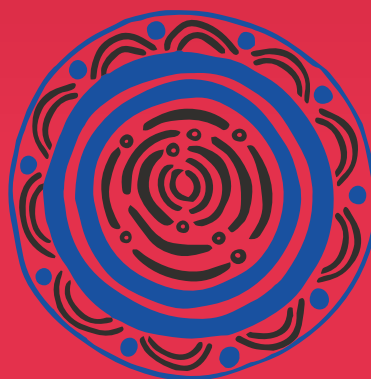
The central circle expresses the interconnectedness, woven with symbolic elements that resonate with the land and people it represents, radiating warmth and inclusivity. The inner circle embodies Southcare itself, a meeting place where individuals from all walks of life gather, in unity and community. Within this circle, figures stand hand in hand, representing the diverse group of people who come together from the community, Southcare and volunteers to form the heart of the community. Elders, depicted as wise symbols around the inner circle, serve as the pillars of guidance and support, while the community at large surround Southcare, reflecting the commitment to care and connectivity.

The swirls within the outer circle are reminiscent of the knit patterns found in baby blankets. These delicate patterns speak to Southcare's history and nurturing services, highlighting the dedication to providing support to those in need.

Flowing around and within the central circle are bubbles, symbolising the rivers and waterways around the areas south of perth. These water elements encapsulated the geographical areas that Southcare support, connecting and flowing people in and out of the various services. Water, like Southcare, is a life force supporting the community, weaving its way through the landscape and sustaining the spirit of togetherness.

Scattered around the outside are circles, each adorned with distinctive colours. The blue circle represents the care for older people, the elders who held the wisdom of the past. The green circle denotes empowerment for those in need, both in the short and long term. The yellow circle serves as a gathering place, inviting people to come together, socialise, and connect. The red circle symbolises giving back, a reminder of Southcare's commitment to returning support to the community that embraces it.

Djerap Moort (Community Connection) is a visual celebration of the vibrant threads that weave Southcare into the very fabric of the community, creating a tapestry of caring circles to endure for generations to come.



Contents

About Us	5
Our Southcare	6
Our Strategic Plan	7
Chair and Chief Executive Officer	8
Board of Governance	10
Southcare Care Champions	14
Our Structure	15
Our Focus Areas	16
<i>Community Care</i>	17
<i>Community Support</i>	22
<i>Community Hub</i>	32
<i>Community Connect</i>	34
Our Strategic Initiatives	40
Our Southcarers	43
Thank You to our Partners	52
Treasurer and Finance Manager Report 2023-2024	53
Financial Report	54



Acknowledgement of Country

Southcare acknowledges the Whadjuk people of the Noongar nation and all Aboriginal and Torres Strait Islander people as the First Nations peoples and we recognise their culture, history and connection to the land, sea, and sky. We acknowledge the traditional custodians of the land on which we live and work. We pay our respects to the elders, past, present and emerging. We extend that respect to our Aboriginal and Torres Strait Islander staff, customers, participants, partners, and stakeholders.



About Us

In the past year, our ongoing commitment to being a proactive carer, connector and contributor in our community has remained unwavering. At Southcare, we have continued to innovate and adapt to new aged care reforms changes whilst ensuring our caring hands continue to provide exceptional care and support for our customers and our community every day.

This report highlights the achievements, challenges and progress we have made in supporting people so they feel engaged, supported and part of their local community.

Our History

It all began in 1982 in humble surroundings in Manning with 20 determined volunteers knitting baby blankets and giving them to local mothers in need. It was care when they needed it most. Today, that vision still holds true. Now 33 volunteers and 110 staff members continue using their caring hands providing essential services helping those who need it most. In 2023/2024, more than 75,500 hours of home care was delivered

to 1,150 customers. Some 1,300 people regained their independence with the help of the Community Support team and \$250,420 of social impact was delivered by our volunteers.

While we may look a little different today, the ethos of community is still at our core. Southcare exists for people. It was built by people with a common purpose and succeeds today because of its people and the same shared purpose. We call them 'Southcarers' – you might call them support workers, a friendly face, a coffee mate, a shopping buddy, a home wizard or a helping hand.

We acknowledge all the caring hands of the many people who have helped build the foundations of what we do today and, of course, our customers who continue to inspire us every day.

We are pleased to present the Annual Report for the 2023/2024 period and share how we continue to deliver on our Vision, Purpose, Values and Goals within our new Strategic Plan.

Our Southcare

We make a difference
in the community, *everyday!*



Quality
Strive to achieve excellence and best practice

Empathy
Understand the person's situation and their feelings without judgement

Respect
Treat everyone equally and not impose your beliefs on other people; 'accept rather than tolerate' people's differences

Cooperation
Listen and try to understand and help each other in 'big or little' ways

Integrity
Do what you know is 'right and just' even when no one is looking

Our Objectives



Caring community

Assist in developing a caring community in which fellow members care for and help one another.



Caring services

Provide caring services for those who are disadvantaged by age, illness, disability (while at the same time encouraging independence and maintaining function and skills), unemployment, poverty, familial or social stresses.



Volunteers

Bring together volunteers from within member organisations and elsewhere to help deliver appropriate services.



For all

Make these services available to all members of the community.

Our Strategic Plan 2023-2025

Future Ready Community Care to make a difference in the community, everyday!

<p>Continuum of Care and Community Services</p>	<p>Reform Ready for a Stronger Southcare</p>	<p>Growth</p>	<p>Community Connection</p>
<p>Progressive delivery of high-quality care and support to customers and the community</p>	<p>Being proactive, innovative and future ready in how we respond to the home care reforms</p>	<p>Positioning of Southcare for sustainable growth.</p>	<p>Fostering meaningful relationships through contribution and connection for stronger communities and aged care and community sector</p>



At Southcare, we build *strong* and *caring* communities through meaningful relationships.





From the Chair and Chief Executive Officer



Success is a result of effort, and it has been another very successful year for Southcare, thanks to the effort, dedication and resilience of all our staff and volunteers.

Southcarers are the foundation of our success, and we are indebted to each individual who have used their caring hands, contributing tirelessly to the outcomes delivered and achievements realised during the year. Throughout this report you will read the stories that demonstrate these Southcarer traits.

We have commenced phase one of our new Strategic Plan 2023-25 and have identified exciting new opportunities with a focus on four key pillars of continuum of care and progressive service delivery, home care reform readiness, strategic sustainable growth and community connectedness. In addition, significant investment continues to be put into workforce strategy and business intelligence initiatives.

Our information and communication technology systems have continued to drive us from strength to strength and remain a vital part of our service delivery models. Review of current core systems are underway to best align for future requirements, and additional functionality and enhancements are being built into our Southcare Connect app, refined phone system call flows, and meeting of all eight cybersecurity standards. We continue to innovate to ensure we provide the very best services, allowing people to stay independent in their own homes for as long as possible and supporting them to live healthy, connected and fulfilled lives.

We continue to proactively adapt to aged care reform changes to deliver the highest possible levels of service in partnership with our customers and families who provide important feedback to our service design and delivery.

The awards received by our staff and volunteers during the year recognise the differences made by us in our community each and every day. We advocate for and raise awareness of the social isolation faced by our seniors through engaging the community to undertake an act of kindness by giving through our 'Caring Hands Day' initiative.

Aged Care Reforms

The new Aged Care Act exposure draft was released on 14 December 2023 for public consultation. The feedback received was comprehensive and on 14 May 2024 it was announced through the Federal Budget update that the new Aged Care Act, scheduled for 1 July 2024, would be deferred to 1 July 2025. The delay will enable the Government to address deficiencies and imbalances observed from the exposure draft and will also impact the timing for the new Strengthened Aged Care Quality Standards which are now also tabled for commencement on 1 July 2025.

On 11 March 2024, the final report was issued from the aged care taskforce review with 23 recommendations to support an aged care system that is sustainable and fair, and facilitates greater innovation in the sector. A sustainable and financially sound aged care sector is necessary to attract additional investment and ensure the sector is set up to deliver the best care possible for older people into the future. The recommendations for the review are still to be passed through parliament and the timeframe for endorsement is critical to avoid further delays to key reform initiatives.

The new Support at Home (SAH) program has also been delayed and is now scheduled to be implemented in two phases with Home Care Packages (HCP) transitioning to SAH on 1 July 2025 and Commonwealth Home Support Programme (CHSP) customers transitioning on 1 July 2027. Since the announcement of the delay, there has been limited new information released, prolonging uncertainty among providers.

There has been a significant increase in the number of seniors waiting on a Home Care Package and the waitlist timeframe has increased from one to three months to 12 months in March 2024. The CHSP continues to be challenging with cost of delivery eroding any margins received from funding.

On a positive note, in March 2024 the Fair Work Commission (FWC) announced its decision to increase base wage rates for support service workers by up to a further 13.5%. This follows the interim wage rise of 15% for direct care workers on 1 July 2023. The Government has committed to fund the FWC increases in full which has been very welcomed by providers.

Delivering on the Southcare Strategic Plan

Throughout this report you will read how we progressed our key strategies, including a review of our operational performance, organisational key result areas and challenges and risks. One core focus in Phase One of the new Strategic Plan was being Reform Ready with initiatives completed and ongoing around Strengthening Provider Governance, Strengthening Quality Standards and Strengthening Customer Centric Care.

Delays to some key Home Care Reform milestone dates have allowed providers to be proactive in implementing a number of changes in preparation for Support at Home. At Southcare, we have implemented several workforce strategies; our digital transformation continues its momentum with a current focus on cost efficiency around our processes, audits have been conducted with a focus on clinical care, and quality of service and improvement actions have been implemented.

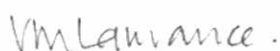
“The awards our staff and volunteers have received during the year are in recognition of the *difference we make* in our community each and every day.”

In Conclusion

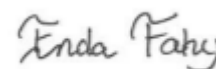
On behalf of the Board, we would like to thank all Southcare staff and volunteers for rising to the challenge and enabling us to continue to grow and improve in achieving our purpose of being a proactive carer, connector, and contributor in our community.

I would like to thank my fellow Directors for their ongoing dedication to good governance, accountability and ensuring excellent stewardship. In addition to their collective experience and skills, we are particularly grateful for their passion and commitment to Southcare’s vision of people feeling engaged, supported and part of their local community.

Also, to you, our members, stay well and we wish you all the best during this continuing time of change.



Ms Veronica Lawrance
Chair



Mr Enda Fahy
CEO

Board of Governance

Over the past year:

- William Marshall, Ashley Dawson and Jane Wetherall retired from the Board in October 2023.
- Miguel Gomez was appointed as Deputy Chair.
- Ben See was appointed as Treasurer.
- Vidhatri Lakkim Setti was appointed as Secretary.
- Aditi Dey, a graduate from the 2022 Emerging Leaders in Governance Program, completed her Board Traineeship and was appointed to the Board in October 2023.
- Kathryn Boon and Michelle Brooks, graduates of the 2023 Emerging Leaders in Governance Program, were appointed as Board Trainees in February 2024.



Ms Veronica M Lawrance
Chair

Veronica is a Public Relations and Marketing professional with extensive experience in PR/ Communications in the non-profit, private, corporate and government sectors. She has extensive experience as a Clinical/ Professional Fellow in Cross Cultural Communications, and Public Relations Planning and Evaluation. Veronica has previously held the roles of Executive Manager for Landlink Australia Inc., Director Community Relations, Presbyterian Ladies' College, and Public Relations and Marketing Specialist at Fremantle Cemetery Board. She holds a Master of Philosophy and Bachelor of Commerce and has conducted research on examining diversity on WA not-for-profit boards. Veronica is also a Justice of The Peace.



Mr Miguel Gomez
Deputy Chair

Miguel is an independent Management Consultant specialising in business improvement programs to drive large scale cost savings as well as focusing on carbon transition planning and management for organisations shifting to the low carbon economy. Previously, he managed operations for WA and SA for Uber Eats Australia, where he drove business expansions, technology-focused customer engagement projects and managed aspects of Australia and NZ policy work. Miguel holds a Master of Business Administration in Strategy, and a Bachelor of Science in Business Administration with an emphasis in Finance.



Mr Ben See
Treasurer

Ben has been practising for over 18 years, advising clients on a broad range of tax, accounting, and advisory matters at both domestic and international levels. He is currently the Tax Manager at Pacific Energy, an Australian market leader in the provision of sustainable distributed energy. Prior to this role, Ben had an extensive career at the big four and mid-tier firms, where he worked with a diverse portfolio of clients including Australia's largest privately owned and affluent groups, Top 100 taxpayers, listed companies and multinationals. Ben is a member of Chartered Accountants Australia & New Zealand and holds a Graduate Diploma in Applied Corporate Governance from the Governance Institute of Australia.



Vidhatri Lakkim Setti
Secretary

With over two decades of leadership experience across India, the USA, and Australia, Vidhatri has a proven track record of driving both local and global success through customer-centric business optimisation and digital transformation at Infosys, Verizon, and HBF. A seasoned strategic leader at the crossroads of innovation, entrepreneurship, and philanthropy, Vidhatri actively fosters transformative change within the community through her roles on not-for-profit board and committees. As a judge for Western Australia's technology awards, she champions innovations that contribute to Australia's progress. Vidhatri holds a Bachelor of Engineering in Electronics and Communications and is a '40 Under 40' business award nominee.



Mr Mario Gomes
Director

As an experienced marketing and communications professional, Mario has worked across the corporate, not-for-profit, and social enterprise sectors. He specialises in strategic marketing, brand management, innovative thinking, and business development. His work has won prominent national and international awards. Mario is currently the Marketing Manager of EEO Specialists, an organisation that helps create safe and respectful workplaces. He holds a Bachelor of Arts with Honours in Sociology.



Mr Luke Mitchell
Director

Luke commenced his consulting career early in 2014 at PwC, before moving to the newly formed public purpose advisory business, Scyne Advisory, as a Managing Director in 2023, where he brings over 20 years' experience in health and social services. His role at Scyne oversees strategic improvement projects for public and not-for-profit health and social service clients related to transformation, operations, and finance. He is a former clinician and has worked with a range of organisations in management positions and delivering projects, both in the UK and Australia. Prior to his consulting career, Luke was the Chief Medical Imaging Technologist for the Neuroimaging and Intervention Service of Western Australia (NIISwa) as part of WA Health. He holds both a Bachelor of Science (Medical Imaging Science) and a Masters of Business Administration.



Aditi Dey
Director

Aditi, a Chartered Engineer, is a Project Lead at Enscope with over 11 years of experience in Project Management. She has successfully delivered projects ranging from small to large scale, including multimillion-dollar initiatives from inception to completion. In her role, Aditi oversees both the commercial and technical aspects of projects, managing local and international stakeholders to achieve successful outcomes for the company. Aditi holds a Bachelor of Commerce and a Bachelor of Engineering (Hons). She is a member of Engineers Australia. In 2022, she graduated from the Emerging Leaders in Governance Program and joined the Southcare Board in 2023. She is also a member of the Southcare Finance and Investment Committee.



Kathryn Boon
Board Trainee

Kathryn is a Clinical Nurse at Sir Charles Gairdner Hospital with 15 years' experience working in acute care nursing. Her experience includes Medical/Surgical nursing, education, alcohol and drug service, patient flow and hospital equipment. She is a dedicated advocate for diversity, equity and inclusion with a particular interest in championing neurodiversity across WA Health. She has recently been recognised for her impact across North Metro Health Service, as a finalist in their annual "Going the Extra Mile" Awards, in the category Making NMHS the Best Place to Work.



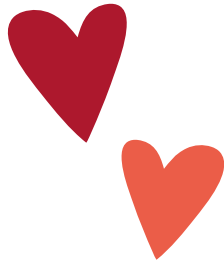
Michelle Brooks
Board Trainee

Michelle is an experienced sustainability leader, passionate about providing high-level strategic advice to ensure companies are complying with their sustainability requirements to deliver outcomes that are consistent with the protection and promotion of their social licence to operate, and clearing disclosing sustainability requirements to their stakeholders. She has vast practical experience in all elements of sustainability from an operational and corporate level and as an external advisor. She holds an undergraduate degree in Law and Science from the University of Notre Dame Australia, and has qualifications in Sustainable Capitalism and Environmental, Social, and Governance (ESG) at Berkeley Law School. Michelle has an extensive history of volunteering with National Environment Law Association, both in WA and nationally, and she is currently a Director.



Ruth Reid AM CIT WA, Patron

This year we are saddened to see the passing of Mrs Reid who was well known for her voluntary work over many decades, supporting community groups and organisations in Western Australia, including her time as Patron of Southcare. Ruth passed away peacefully in January 2024, aged 102 years.





Southcare Care Champions

As at 30 June 2024



Enda Fahy
Chief Executive Officer



Kathleen Sutherland
Manager Community Home Care



Shila Shimkhada
Acting Manager Community Home Care (July 2023 - April 2024); Senior Home Care Coordinator



Louise Fry
Project Manager – Business Improvements



Shelley Halton
Finance Manager



Suzie Malone
Head of Strategic Marketing, Brand and Communications



Duncan Edgar
Manager Community Support



Mary Cullen-Pike
Human Resources Manager



Beverley Mason
Aboriginal Family Support Coordinator



Arif Abdul Mushir
Systems and Information Technology Officer



Sandy De Vetre
Home Care Package Coordinator



Laura Turner
Home Care Package Coordinator



Nicola McKinnon
Home Care Package Coordinator



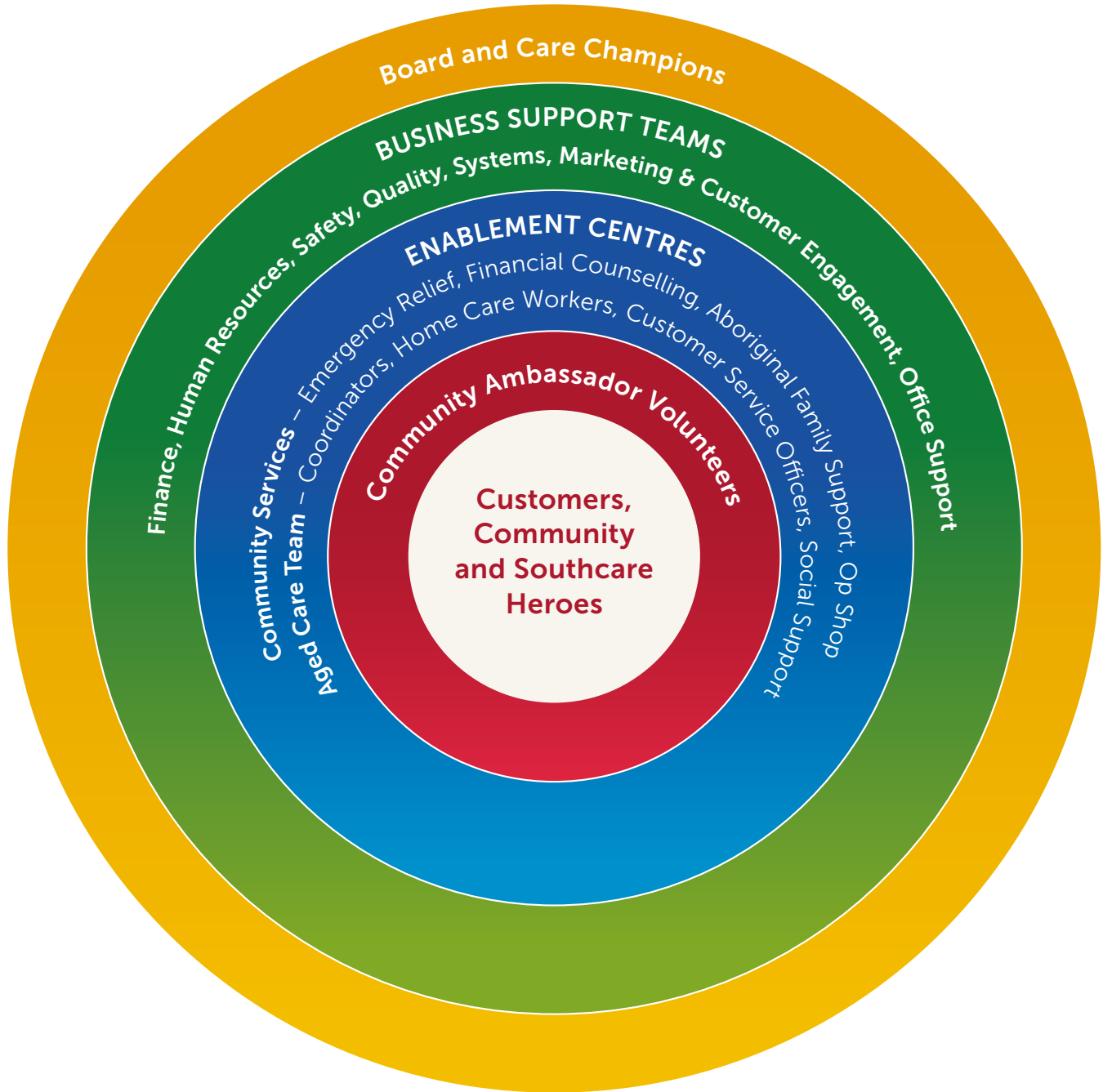
Michael D'Souza
Home Care Package Coordinator



Mariana Gonzalez Freijo
Community Home Support Programme (CHSP) Coordinator

Amy Irvine – Senior Customer Service Officer and Assistant CHSP Coordinator (absent for photo).

Our Structure



We use our *caring hands* to make a difference in the community, everyday!

Our Focus Areas

As an essential service, we care, connect and contribute at all levels of the community.



Community Care

In-home aged care empowering the young at heart to continue to live healthily, vibrantly, and independently at home.



Community Support

Equipping people to regain their independence with the best resources for financial, Aboriginal family support and emergency relief.



Community Hub

Places and networks connecting like-minded people in our community, with our Op Shop and spaces.



Community Connect

Building connections, capabilities and leadership for our Southcarers, community and sector.

Community Care

Commonwealth Home Support Programme

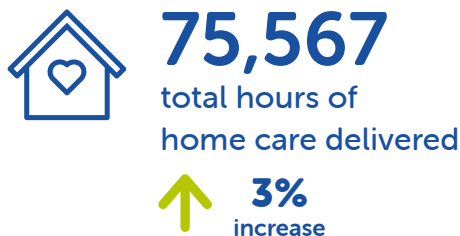
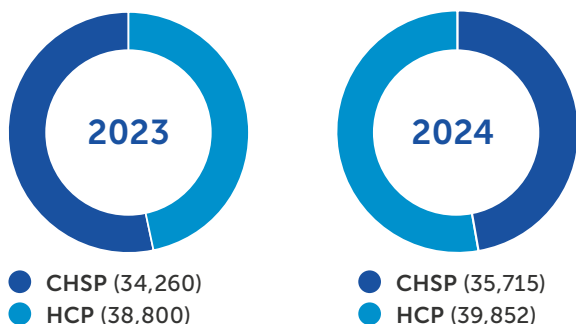
The Commonwealth Home Support Programme (CHSP) is based on the philosophy of supporting older people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing their untimely admission to long-term residential care.

At Southcare, we support people who are 65 years and over and Aboriginal and Torres Strait Islander people aged 50 years and over to live independently in their own home and to participate in their local community through supporting them to make social connections that enhance their health and wellbeing. We use a Wellness Approach which maximises the customer's independence and autonomy by helping them to restore and maintain skills to carry out essential everyday activities and improve their quality of life and social participation.

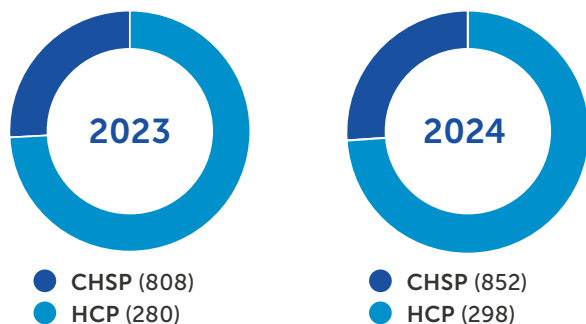
Southcare provides the following services to our customers via funding to deliver the Commonwealth Home Support Programme (CHSP):

- Assistance with meal preparation.
- Personal care assistance with showering, self-care, hygiene, and grooming.
- Respite care for our customers while their carer takes a break.
- Domestic assistance including everyday tasks around the house.
- Home and garden maintenance assistance with keeping their home and garden safe.
- Community transport to attend appointments and access their local community.
- Social support assistance with shopping or one-on-one social interaction.

Total hours of care delivered by program



Customer care by program



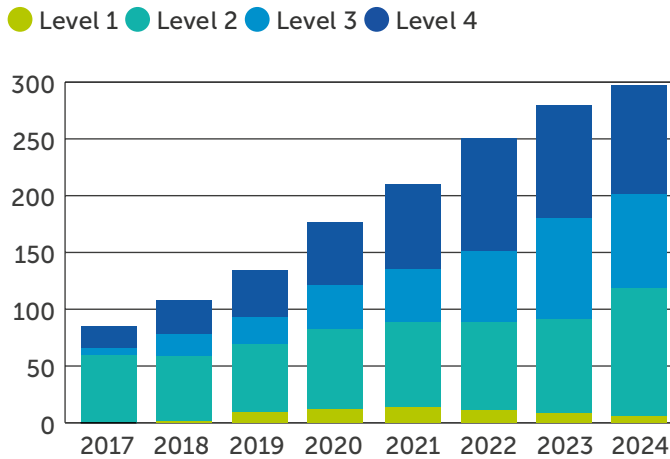


Continuum of Care and Community Services

Progressive delivery of high-quality care and support to customers and the community



Total Home Care packages delivered by level



Home Care Packages (HCP)

The Home Care Package program is designed to support seniors to optimise health and wellbeing in accordance with their needs, goals and preferences. It also helps them to live safely and independently in their own home. Home Care Packages are coordinated packages of care and services, designed with the customer and/or their representative(s) to meet their assessed care needs within the limits of their individual home care budget and funding guidelines. All packages are delivered using a Consumer Directed Care model and in line with the Aged Care Quality Standards.

The aim of consumer directed care and the Aged Care Quality Standards is to provide customers with choice and flexibility in the services and supports they access and how their Home Care Package is managed and delivered. Being customer focused is fundamental to Southcare’s Circle of Care model. We ensure the customer is central to all aspects of their planning, service delivery, monitoring and reviews. We work with the customer to ensure the services meet their needs, goals and preferences, including physical, mental, cultural and spiritual requirements. The customer and/or their representative(s) is/are included in the decision-making processes and in collaboration with the Care Coordinator, determines current and future care and services to meet their changing care needs required to maintain living independently.

Each quarter, the government releases the Home Care Package data report. Analysis of the past year’s data shows the following trends:

- 6% increase in people accessing Home Care Packages.
- 94% increase in people on the waitlist for their approved package.
- 3% decrease in approved Home Care Package providers nationally.
- 40% decrease in Home Care Packages released.
- Average wait time for Home Care Packages, Levels 2-4, has increased to 9-12 months.



How our caring hands helped customer Ronald

Southcare Star Ronald has achieved some amazing things over his 74 years... one of them was cycling the 2,774kms across the Nullarbor from Adelaide to Perth when he was 30.

He just woke up one day thinking it was just something he'd like to do.

Ronald used to camp on the side of the road or in caravan parks along the way. "It took me a good couple of months," he says. "And it was pretty quiet out there, although I did connect with another cyclist who was travelling in the opposite direction, and we had a good yarn," he laughs.

Arriving in WA from his hometown of Tasmania when he was 28, Ronald didn't apply to obtain his driver's licence, so for almost half a century he has never driven on WA soil, preferring to get the bus everywhere because, as he tells us, "It takes me everywhere"!

And perhaps the most amazing thing is that while he has lived in his Como home for the last 24 years, for the last three years he has done so while being blind.

"A lot of people tell me I am clever doing what I do, being totally independent yet totally vision impaired at home. I have had to re-learn how to do everything and was happy to do that as I don't want to leave my home and go into care. I love living here; it's close to everything and I have modified my home, so it is familiar for me and how I like to live," he says.

"I use an air fryer to cook, and a twin tub washing machine and can walk to the letterbox to get my mail.

"Losing my sight was scary – first it was one eye, then the other, and some days are tougher than others, but I have adapted."

In line with his assessed and approved care needs, Southcare visits Ronald once a fortnight to help keep his home tidy plus help with transport, take him shopping, to the bank or to get his hair cut here at this vintage barber shop.

We also helped source and provide some aids around the home including a special sensor that attaches to a cup and makes a sound when liquid is getting close to the top getting full of liquid, so he can enjoy a cool drink or cuppa, according to his approved care needs.

Keep on being amazing, Ronald!



How our caring hands helped customer Brenda

For Southcare Star Brenda, every Tuesday quite literally is "Choose Day".

You see, that's the day she chooses to spend time doing errands with the support of Southcare, in line with her assessed and approved care needs.

"We start the day shopping and then enjoy a coffee and chat, and in the afternoon I enjoy an hour of domestic assistance help at home.

"I turn 92 this year and find as I get older, I like having structure in my life; I like to know what is happening and when," she says.

Getting out of her home is important to Brenda because she stopped driving a few years ago.

"My weekly shop is essential because I don't have the luxury of nipping down the street to buy milk or bread anymore.

"I have friends who take me out, but my walker sometimes is difficult to fit in their cars so to have Southcare help me out regularly is great."

Brenda's walker goes with her everywhere and helps her stay steady on her feet and was arranged by Southcare to support her changing care needs.

"My carer and I scoot around the shops together trying to get the groceries done quickly, because then we can sit and chat with a cuppa and that is really lovely.

"We read the paper, share stories and swap photos of our lives – it's wonderful."

Brenda's positivity touches other parts of her life too, with her telling us, "If I can do it, I do it!".

"I do a lot of things at home because being independent is important to me, but the things I can't do around the house . . . well, it's nice to have someone there to help me do those too."

Keep doing all the things, Brenda, and keep choosing positivity!



Annual Community Care Customer Survey

As part of our continuous improvement of delivery of home care to our customers, an annual survey was carried out by external consultants between October and November 2023. The survey was conducted electronically and by phone with our customers and their representatives to understand how we are performing in the delivery of services in line with the Aged Care Quality Standards.

- A total of 249 people were surveyed, comprising 80% direct customers and 20% family members or representatives.
- Southcare’s results were strong with a net promoter score of 55, a low number of detractors and medium number of passives. Any score over 50 is deemed excellent.
- Customers’ main reasons for promoting Southcare is our staff, ‘our Southcarers’ followed by communications and value for money.
- Customer satisfaction was also high with an 89% rating. To put this into perspective, 80% is deemed Gold Standard.
- A range of specialty services was explored to understand customer needs around dementia, mental health, palliative care, culturally and linguistically specific services and package self-management.

Information gathered was used for audits and to identify areas for improvements which were reported and captured in our Quality Continuous Improvement plan. They include customers wanting the same staff, improved communication, and fewer changes to service time.

Survey snapshot



249

people surveyed

60

interviews conducted

189

e-surveys completed



55

Net Promoter Score

NPS over 50 is deemed excellent



89%

customer satisfaction

CSAT Score over 80 is deemed Gold Standard

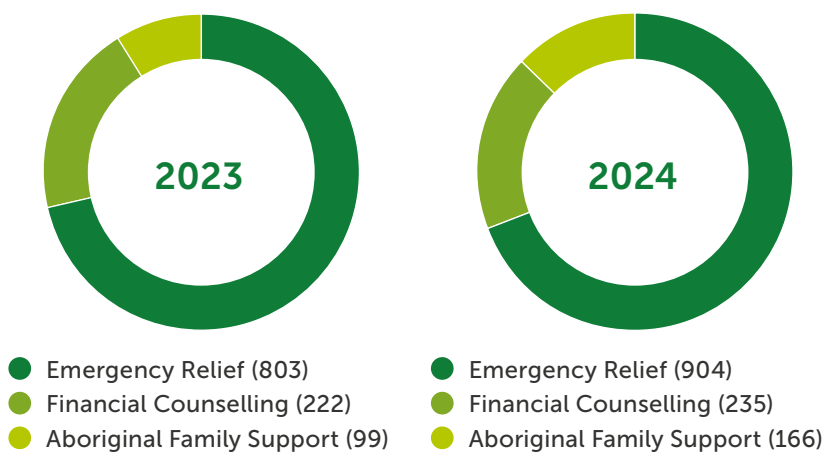
Aged Care Standards Performance

Standards with the highest % of agree/strongly agree.

1	Consumer Dignity and Choice	91%
3	Personal and Clinical Care	97%
7	Human Resources	88%
8	Organisational Governance	89%

Community Support

People helped by our Community Support Team



1,305

people regained their independence with the help of our Community Support team

Financial Counselling

As part of the Financial Wellbeing Collective, Southcare is connected to a large network of community services committed to reducing the drivers and impacts of financial hardship.

This year, once again, Southcare provided free, non-judgemental, respectful, independent, and confidential help from our accredited Financial Counsellor to vulnerable families and individuals experiencing financial hardship. It's support when our customers need it most.

This year, the caring hands of our Financial Counsellor:

- provided support to individuals and families risking disconnection of essential services such as electricity, gas and water.
- advocated and negotiated in relation to housing issues (home loans, private landlord, community and public housing providers).
- negotiated with telephone/internet service providers, financial institutions, debt collectors and other creditors.
- advocated for/provided information about consumer rights including information about consumer credit and independent dispute resolutions schemes.

- improved customers' budgeting and negotiation skills.
- provided information about bankruptcy and early release of superannuation.
- assisted and ensured access to grants, government concessions and entitlements.
- made appropriate referrals to legal services, emergency relief services and other local services.
- assisted with WA No Interest Loan Scheme applications.

The cost of living has been the major issue for most people presenting for financial counselling and emergency relief. We continue to have clients reporting that their rent has been significantly increased. Without any suitable alternatives they must accept the increase and cut back in other areas, such as food and clothing to meet the rent.

When assisting people to prepare a budget and review their financial position, it has become apparent that households are incurring a greater range of expenses than previously experienced. Examples include home entertainment such as pay TV and high-speed internet, insurances such as pet and funeral insurance and the use of food delivery services. Those expenses are the first to be cut when basic living costs are rising.

It is also common amongst our clients to be in arrears with utilities and with long term payment arrangements to ensure they remain connected. Government credits on energy bills have been a welcome relief for many, especially those on low incomes who find themselves in arrears.

Also of concern is that people are presenting with their credit card/s at the limit and often paying interest rates well above 20 per cent. This often indicates that they have been reliant on using a credit card to meet unexpected costs. Unfortunately, when basic living costs are rising, there is no surplus to pay down the card or meet those unexpected bills (or unexpectedly larger than normal everyday bills).



\$225,758

of debt was waived as a result of helping people in financial need

\$8,147,781

of total customer debt for 181 cases

\$45,015

average debt per person

Types of financial counselling services provided



- Advocacy and negotiation with third parties (76)
- Assessing eligibility for financial entitlements (77)
- Assessment of financial circumstances (233)
- Bankruptcy support (1)
- Developing budgets (72)
- Information and referrals to other services (249)



How our caring hands helped Mr and Mrs G

Mr and Mrs G were both retired with a Centrelink Age Pension being their sole income. Although they owned their own home, they had an investment property which housed their adult daughter who was on a Disability Pension. After retiring, Mr and Mrs G were no longer able to service the mortgage on the investment property and had sought hardship assistance from their bank. Due to a misunderstanding, the couple had defaulted on the hardship arrangement and were advised by the lender to seek financial counselling.

After assessing their financial circumstances, the couple acknowledged that they would not be able to service the mortgage, along with the ongoing costs on the property going forward, based on the rent that was paid by their daughter. Mr and Mrs G then decided that it was best to rent out the property and have their daughter move back in with them. To facilitate this scenario, the financial counsellor was able to negotiate a hardship arrangement with the lender to allow time for the daughter to move and the property to be tenanted.

As the hardship period was about to come to an end, the couple advised that due to significant ill health they had been unable to prepare the property to be rented out. After reviewing the options again with Mr and Mrs G, the decision was made that the property should be sold.

The financial counsellor again approached the lender to further extend the hardship assistance that had been provided. The lender agreed to place a repayment moratorium on the property for five months to allow the property to be prepared for sale and placed on the market.

The property was sold for a reasonable surplus, which allowed Mr and Mrs G to clear the mortgage, including outstanding arrears, and source suitable alternative accommodation for their daughter.

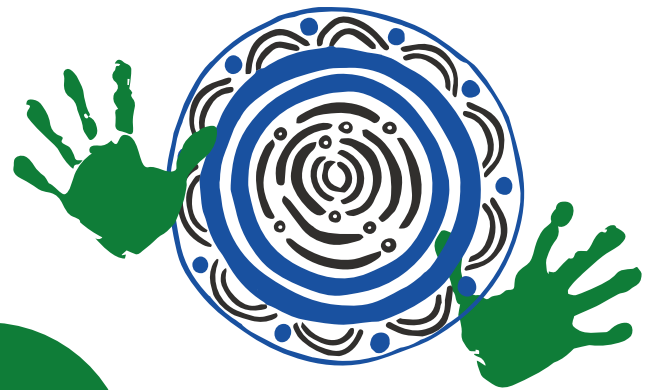
Aboriginal Family Support



Our Aboriginal Family Support service offers information, support, advocacy and referral services to Aboriginal families and single people living in Como, Karawara, Kensington, Manning, Salter Point, South Perth, and Waterford.

This year, the caring hands of our Aboriginal Family Support Officer helped:

- individuals manage difficult times in their lives and worked to identify and avoid crisis situations.
- communicate with Government and Community agencies on customers' behalf to protect the rights and needs of their families.
- people in times of hardship with necessities such as food and clothing.
- address housing issues and tenancies, including:
 - » property standards and maintenance requests
 - » liaising with the maintenance team leader for better service and customer outcomes
 - » assisting with arrears on rent, water, and repair accounts
 - » guiding clients on lodging disruptive behaviour complaints and addressing tenancy breaches
- provide information and referrals to specialised services for:
 - » financial hardship
 - » homelessness
 - » medical services
 - » counselling
 - » legal aid
- offer moral support to help individuals achieve healthy living and educational goals.
- strengthen personal and family relationships, with grief and loss, and supported mental health by referring individuals to community support counselling services through Lifestreams Community Church, Derbarl Yerrigan and to their local General Practitioner. This also included providing general counselling and listening to clients' life experiences and stories.
- connect people to the local South Perth Aboriginal Community, including:
 - » Lifestreams Community Church for mothers' groups, counselling, emergency relief, and community luncheons
 - » George Burnett Community for weekly community meals and other activities.



166 Individuals and families helped



- with liaising with the family and violence support network through:
 - » Zonta House
 - » Safe at Home
 - » Wungening Moort
 - » Wooree Mia
 - » Department of Communities
 - » Crisis Care
 - » Aboriginal Family Legal Services
- with donations of essential household goods to families who are homeless or in need.
- with NDIS support and linked individuals to appropriate support services tailored to their needs.
- provide support and guidance for employment.

The major issues faced by our customers over the past year included housing, health, domestic violence, loss of family members, and financial hardship. For many families, these issues are complex and interconnected.

Housing has been a significant issue for the majority of our families. We assisted them in finding safe and affordable accommodation by liaising with the Department of Communities, Community Housing, Private Rentals, and other temporary accommodations. We also provided support letters for priority housing assistance to update the Department of Communities about the current living arrangements of families who require urgent accommodation.

Health is a major concern for many of our customers, encompassing both physical and mental health. Lack of access to the appropriate support and services can impact everyday living. Our caring hands worked with customers to ensure their needs were met by providing information to access medical professionals, visiting doctors, and assisting with other requests.

Domestic violence remains an ongoing issue for some families in the community, with many women experiencing physical or emotional abuse from their partners or other family members. We supported and referred customers to the relevant domestic violence support services and provided details to them to access counselling services and encouraged them to seek help from the police if there was any danger to themselves or their children.

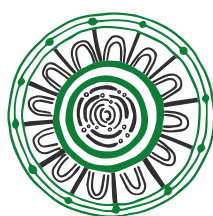
Financial hardship continues to be a concern for many families, as they struggle to meet basic needs such as food and clothing due to low-income levels and the rising cost of living.

Community Development

The community development component of our service, funded by the City of South Perth, complements working with and assisting customers to work through various issues and crises by offering support and solutions. We support our customers to connect with community support networks and other resources within their communities, either as individuals and families, one-on-one or in clusters, such as women's and men's groups.

The program's community capacity building includes working in partnership with the City of South Perth, Moorditj Keila and Lifestreams. These valued partnerships continue to yield ongoing outcomes for the community, the City of South Perth, partners, and contributors, including Rotary Club of Mill Point and the Royal Perth Golf Club.

Aboriginal Family Support (AFS) acknowledges the Department of Local Government and Communities and the City of South Perth for their ongoing commitment and support of the program. Our appreciation also extends to the volunteers and staff who use their caring hands, working to assist customers within emergency relief, reception and the Op Shop.



How our caring hands helped Miss H

A mother of three, experiencing homelessness and living transiently between family and friends and sleeping in tents, Miss H contacted Southcare for urgent support. Although Miss H was not in the City of South Perth, Southcare used its caring hands to support her family.

After reaching out to entry point services and crisis care, Miss H and her children secured shelter in a refuge, where they stayed for four months. During her stay, she actively sought alternative accommodation due to insufficient support at her current location. Miss H kept in regular contact to update on her living arrangements and if she needed further support. Miss H contacted AFS seeking assistance to transfer to another refuge that could provide better support.

AFS contacted a culturally appropriate refuge, but it was at full capacity and unable to accommodate the transfer. Despite this, Miss H stayed positive and showed resilience.

During her stay in the refuge, AFS wrote multiple support letters advocating for emergency housing, detailing the client's updated living arrangements. Despite these efforts, no immediate accommodation was provided by the Department of Housing.

The client eventually left the refuge to stay with her grandparents. Unfortunately, this living arrangement proved unsustainable due to family conflict and the grandparents' health issues.

AFS wrote another updated support letter to Department of Housing outlining the client's current living situation and ongoing need for stable housing.

Later that week, the client contacted AFS to express her gratitude, by sharing the news that she and her children had been offered a property.

Southcare's persistent advocacy and support through writing multiple letters and maintaining contact with housing services were crucial in securing stable accommodation for the client and her children. Despite initial setbacks, the coordinated efforts resulted in a positive outcome, highlighting the importance of sustained support in addressing homelessness.





Emergency Relief

Southcare continues to provide its Emergency Relief program from the ongoing support through funds received from Lotterywest, as well as donations from the City of South Perth and the Royal Perth Golf Club. This year, the Emergency Relief program helped 904 individuals and families.

Once again, Southcare used the funds to provide supermarket vouchers for short-term assistance to people in need of food. We also helped with clothing and household goods through vouchers to the Southcare Op Shop and directed people experiencing financial crisis to Southcare's financial counselling service to support with payment for energy bills, phone bills and rent arrears, etc., where it has been assessed that the household is at considerable risk of disconnection or eviction. Assistance is targeted at people living within the local catchment area of City of South Perth.

Demand for emergency relief continued to increase over the past year due to the increased cost of living pressures. With rents rising and the cost of food and groceries spiralling, those on low incomes are finding it increasingly difficult to meet the most basic of living

expenses. In addition, there has been a significant increase in the number of people requesting assistance who are reporting as homeless and often living out of their car, or are couch surfing.

A big thank you to our dedicated emergency relief volunteers who use their skill, knowledge, empathy, and caring hands to deliver a critical service to people who are often experiencing a significant crisis.



904
individuals and
families helped with
emergency relief

How our caring hands helped Mr W

Mr W attended Southcare emergency relief service reporting that he had recently become homeless after he was forced to move out of a rental property that had become uninhabitable. Due to a shortage of rental properties, Mr W was having difficulty finding affordable housing. Despite being on the waiting list for supported housing, it was quiet some time before Mr W was provided with an offer to be housed.

Mr W had mental and physical health issues and was currently living out of his vehicle which was mechanically very unreliable and costly to run. He was also having difficulty managing on Centrelink's unemployment benefits as his food and car running costs were so high. He was constantly driving around the metro area looking for suitable places to park his car to avoid the risk of being fined/moved on. Without any cooking equipment or ability to store perishables, Mr W's food costs were significant and despite his best efforts, he often struggled to pay for his basic needs. Southcare assisted him with food vouchers while at the same time provided him support and referred him to agencies able to help him find accommodation. Mr W has now been housed in community housing and he still regularly attends Southcare for general support and financial counselling.

Thank you to Southcare Hero Brot Bakery

Southcare Hero Brot Bakery in Manning again continued to support our emergency relief efforts. A generous donation of bread, muffins, pastries and rolls are donated twice a week and offered to our community without question. With the rising cost of living, the demand is ongoing and this relief is readily welcomed.





Energy Ahead

The Energy Ahead program commenced in September 2023 through a subcontract with Anglicare on behalf of the Financial Wellbeing Collective. The program assists households to control energy usage through free energy audits, coaching and workshops and is available to all Synergy residential customers who are experiencing financial hardship. Southcare's Energy Efficiency Coach helps customers learn more about household energy use and make positive changes to reduce energy usage and overall costs.



67
individuals and
families helped (since
September 2023)

How our caring hands helped Mrs S

Mrs S, a single mother with four young children, was referred to the Energy Ahead Program and was visited by our Energy Coach, Kevin. Mrs S was a full time carer as one of her children had significant disabilities, which prevented her from working. The household energy bills were significant due to the family having to keep a comfortable environment for the child who had a Thermoregulatory dysfunction. This meant that Mrs S had to keep the house at a regular temperature which was the main cause of the high energy bills. The fridge was in poor condition and too small for the large family which energy-wise was adding to her costs.

Mrs S did not know about the Thermoregulatory dysfunction rebate that is available and was also having issues accessing services from the NDIS.

The Energy Coach was able to assist her to apply for the rebates of around \$1300 a year and arrange for a replacement fridge, as well as provide other tips to reduce her energy consumption. Mrs S was also put in contact with a free service that helped to assist with NDIS issues.

With the help that has been provided, Mrs S has managed to reduce her energy bill by an average of \$150 per bill and has reduced her arrears with Synergy. She is also receiving the extra support needed from the NDIS.

World Environment Day workshop

On 5 June, World Environment Day, Southcare and Energy Ahead hosted a free community workshop to help people save money on their electricity bills. It was an interactive forum with knowledge and questions shared, and prompting excellent feedback from attendees.



Community Hub

Opportunity Shop

The Southcare Op Shop continues to be managed by the caring hands of volunteers, just as it was when it first started in 1982. And while it is a place to shop, it is also a place to gather for social support as well as a place to help others with donations.

In April this year, our Op Shop extended its opening times to four days per week, which has been met with praise from savvy shoppers in the City of South Perth.

Feedback from the community has been overwhelmingly positive and the funds contributed to Southcare's essential and ongoing work.

We continue to stock and sell a range of pre-loved clothing, shoes, accessories and homewares (crockery, cutlery, towels, linen and household items).

Thank you to all the wonderful volunteers who continue to give their time so freely and are passionate about our shop and supporting those in need in our community, and to all the community members who have supported the shop via donations or purchases.





Southcare Spaces

Our Southcare Spaces of John Hardwick Centre and Helen Moore Centre, in honour of volunteers, John Hardwick (Board Chair 2007 - 2014) and Helen Moore (Board Secretary 1982 - 2014) continue to support the connection with community.

Our spaces enable community groups and organisations to connect while creating opportunities for Southcare to continue serving our community with free activities and workshops and to give back with pro bono access.

Over the past year, our spaces hosted 15 organisations being a mix of pro bono and paid, as well as our community connect program and a range of specialist speakers for our community workshops and events.

- GRAI
- Lifestreams Church
- Probus
- WAALI
- Practical Philosophy WA
- Rotary Club of Como
- Rotary Club of Mill Point
- Thrive Community Church
- Befriend Inc
- Soroptimist South Perth
- Soroptimist Canning District
- Holy Trinity Community Church
- Engaging Young Leaders on Aged Care and Community Boards
- 100 Women
- Red Hatters

There are eight spaces across two buildings that are open for hire to the community through SpacetoCo.



Community Connect



2,455
people helped in
the community by...

110
members
of staff

33
volunteers

48
community
partners



Community Connection

Fostering meaningful relationships through contribution and connection for stronger communities and aged care and community sector

Southcare continues to deliver on this by:

- supporting not-for-profit GRAI to deliver on their purpose to create an inclusive mature-age environment that promotes people of diverse sexualities and gender identities through the provision of pro bono office space and IT and other equipment.
- leading the Engaging Young Leaders on Aged Care and Community Board program strengthening board governance in the community sector.
- Implementing our Community Connect program providing free activities, of knitting and games groups, and workshops and events to connect people to their community and make a difference to their lives.

Using our caring hands to bring the community together

Our Community Connect program continues to bring people together for social connection and support.

Recognising that 1 in 4 people aged over 65 live alone and many don't have any contact with anyone day-to-day, we are pioneering ways for people to connect and combat loneliness.

Knitting circle

Our weekly knitting circle continues to go from strength to strength with attendees loving the social connection as much as the friendship and support it offers, and of course the creativity!

Held in our Helen Moore centre every Wednesday, the gathering provides a safe and welcome space to create and connect and if you could hear these pictures, you know they would sound like laughter!

Our thanks to Community Ambassador Sally for using her caring hands to bring this to life.



Game, set and match

Our Tuesday night games group has also continued to flourish with members of the community gathering to play, socialise and connect. The aim of the game here is to have fun, and in the spirit of winning, it is the entire community that benefits with many enjoying the free and social evening.

Our thanks to Community Ambassadors Liz and Julie for using their caring hands to run the group.



Knock out success

This is what community connection looks like when we put our caring hands in boxing gloves for all the right reasons! We partnered with The Boxing Project to inspire and motivate the community with fitness, friendship and fun!



Community Ambassadors driving community activities

Purple Road Project

Elder abuse awareness is something close to our hearts and in June this year our caring hands helped in a different way.

We helped 'The Purple Road' reach a significant milestone and highlighted the importance of empowering people to speak out.

The Purple Road is made up of hundreds of hand-knitted and crocheted flowers, and this year it reached a length of 100 metres and was celebrated at Parliament House to empower everyone to have a voice when it comes to speaking out.

The concept began in 2011 with an idea, a roll of material, some balls of wool and lots of enthusiasm. Now it has become a collaborative artwork that becomes larger and longer each

year with many symbolic flowers advocating for the protection of older people's rights.

Our thanks to the caring hands of our knitting circle under the guidance of community ambassador Sally Marks and the City of South Perth who helped create our contribution, ahead of World Elder Abuse Awareness Day on 15 June 2024.



Remembering our fallen as we connect

Another way we connected the community was in the lead up to Remembrance Day in November 2023.

Our knitting circle helped create hundreds of crocheted and knitted poppies for display at the Royal Perth Golf Club.

The club approached us to help create a sea of bright red poppies to cover an area outside the clubhouse as a tribute.

Given each poppy is the size of a 50c piece, our caring hands were very busy!

In total, there were 1,500 poppies on display, prompting wonderful feedback from the community who enjoyed the installation.

Most people have a personal connection to WW1, so coming together for poppy day is a lovely way to remember.



Connecting the community through events

As part of our purpose of connecting the community, we proactively ran a robust calendar of community events over the last 12 months with a focus on learning, shared experiences, independence and connection. Some of the activities included:

Be Scam Aware – Cyber Security Workshop

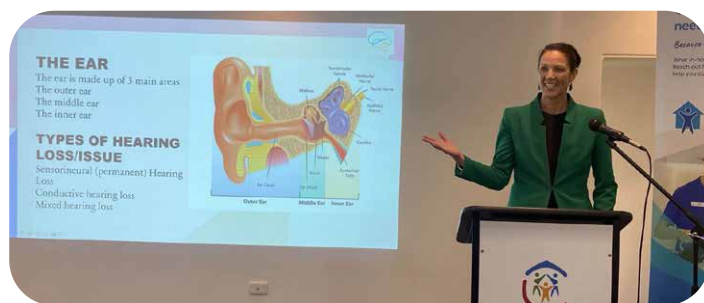
Southcare received a grant from Be Connected to run this workshop on 19 October 2023 during Get Online Week. It was well attended and well received with information from esteemed presenter, Dr David Cook. The workshop also included one-on-one sessions for Southcare customers wanting to learn more about our app, Southcare Connect.



Talking Hearing Health

Our caring hands excitedly welcomed the community to a free workshop on 28 May 2024 covering the important impacts of hearing loss and how it affects balance, falling and social isolation.

Clinical Audiologist Kathryn Penno from the Hearing and Cognition Centre presented the informative session which empowered attendees with knowledge on hearing loss as it relates to behaviour, confidence and demeanour; the connection between hearing loss, auditory pathways and balance and pathways on managing hearing loss.



Move your body workshop

Our education series continued with a "Move Your Body" workshop on 20 March 2024, coinciding with International Day of Happiness.

We invited the community to join us in this interactive workshop run by Injury Matters, empowering attendees with strength and balance exercises and reinforcing the importance of keeping active and agile as one of the best ways to prevent falls.



Dementia movie screening

In honour of World Alzheimer's Month, our caring hands were pleased to welcome community members to a special screening of 'Ticketyboo: A Secret in Plain Sight', a deeply moving, heartfelt personal exploration of dementia, told with gentle humour, on 21 September 2023. Guests were treated to popcorn as part of this learning session and it was an excellent way to provoke reflection and conversation about how we value the elderly and how we regard the ageing process in ourselves.





Building board governance for a stronger sector

As one of the founding partners of the Engaging Young Leaders on Aged Care and Community Boards (EYLACCB) Program, Southcare continues to lead and advocate for the program and is inspired by its growth and the benefits it brings to our sector.

From August to November 2023, the Spring 2023 program for women living with a disability was the last of the women’s program funding by the Department of the Prime Minister and Cabinet’s Office for Women and saw 12 people graduate in November.

From February to May 2024, the Summer 2024 program ran for young professionals (under 40 years of age) and saw 20 people graduate.

Community Partners, Emerging Leaders in Governance alumni and other community leaders gathered at networking events held throughout the year with special thanks to Brightwater and Melville Cares for being very generous hosts.

In June, we held the online State of the Nation where we reported on our achievements over the past 12 years which included:

- 283 ELGP program graduates
- 246 ELGP scholarships offered
- 192 Board placements

- 52 Traineeships
- 31 Committee members
- 48 Community Partners

The 2024 Difference Makers Diversity Award winners were also announced at the State of the Nation. We congratulated Maria Davison (Individual Award) and Wanslea (Organisation Award) for championing diversity on boards. Rick Brooks (Chair - Sexual Health Quarters) and Vidhatri Lakkim Setti (ELGP Alumni and Southcare Board Member) gave the Community Partner and Alumni Address.



Our Strategic Initiatives

In November 2023, our new Strategic Plan for 2023-2025 outlined on page 7 was endorsed by the Southcare Board. Our strategic approach is of a short-term focus with the intent to embody a customer-centric culture that continuously guides us to prioritise service quality, the customer experience, relationships and our long-term sustainability.

Following are highlights on the components delivered and progress to date:

Caring Hand #1 Continuum of Care - Progressive delivery of high-quality care and support to customers and the community.

- » Grew our Community Home Care Services by 6%, now serving 1,150 customers and delivering over 75,500 hours of care.
- » Assisted 1,305 individuals and families in regaining their independence through our Community Services.
- » Started the Rostering Optimisation Project to improve service consistency and home care worker management.
- » Assigned experts to develop our offerings in mental health, dementia, palliative care, and CALD services.
- » Started the process to hire a new Quality and Clinical Risk Advisor and completed several quality audits.
- » Expanded our customer referral program and launched the 'Live Your Best Life: I Choose' campaign.
- » Added the 'Energy Ahead' service, providing utility bill savings advice, and are working with Foodbank to offer a mobile service at Southcare.

Caring Hand #2 Reform Ready - Being proactive, innovative and future ready in how we respond to home care reforms.

- » Strengthened governance with the formation of the Caring Hands and Quality Care Advisory Groups.
- » Implemented new financial and operational reporting requirements.
- » Conducted a quality audit to align our documents with the strengthened Quality Care Standards, resulting in 242 improvements.
- » Our Home Care Reform Committee meets frequently to prepare for the Support at Home Program, set to start on 1 July 2025.

Caring Hand #3 Growth - Positioning of Southcare for sustainable growth.

- » Ended the financial year with a strong surplus of more than \$1.4 million so we are well positioned to take advantage of growth opportunities.
- » Development of a mergers and acquisition blueprint and roadmap to assess and explore opportunities and strategic partnerships.

Caring Hand #4 Community Connection - Fostering meaningful relationships through contribution and connection for stronger communities and aged care sector.

- » Reframe community connect program and targeting of new activity opportunities.
- » Extended Op Shop opening to four days a week.
- » Sponsored the Manning Laneway Festival.



How our *caring hands* connected the community



Manning Laneway Festival Sponsorship

Southcare has long called Manning home and so was delighted to sponsor the Manning Laneway Festival on 10 February 2024.

Residents of Manning, Karawara, Como, Salter Point, Waterford, and surrounds enjoyed a colourful celebration of community and connection with Southcare there at its heart.

Around 2,000 people gathered on the day which was a wonderful turnout, considering the temperature gauge was pushing 42 degrees!

We also supported the team in other ways with one Southcarer running the marketing as part

of the organising committee in a voluntary capacity, bringing the community together with an Amazing Race activity geared towards local families and children.



Getting future ready with specialist community home care

In line with Caring Hand #1 Continuum of Care, our coordinator team undertook significant upskilling initiatives throughout the year, enhancing their expertise across a diverse spectrum of disciplines. These efforts were aimed at bolstering our support for both customers and the broader community.

The newly specialised team members are now equipped to lead and innovate in crucial areas such as mental health, dementia care, palliative care, and services tailored for culturally and linguistically diverse (CALD) people.

This strategic investment not only strengthens our ability to meet the evolving needs of our customers but also underscores our commitment to delivering compassionate and comprehensive care across all facets of our services.



How our caring hands are listening to customers



A step towards reform: The formation of the Caring Hands Advisory Group

This past year marked a significant milestone in Southcare's commitment to being reform-ready with the formation of the Caring Hands Advisory Group (CHAG). Established as a consumer advisory body, CHAG plays a crucial role in shaping the future of our Community Home Care services. This group empowers customers, family members, carers, and representatives to voice their perspectives, ensuring the views of our Southcare Stars are at the heart of our service improvements.

On March 26, 2024, the inaugural meeting brought together 12 dedicated CHAG members who delved into topics such as communication, social connection, and care consistency – key areas identified through our annual customer survey.

By fostering a platform for meaningful dialogue, CHAG is helping to ensure that Southcare continues to evolve in alignment with the needs and expectations of those we serve, while also strengthening connection within the broader community.



Our Southcarers

 **\$250,420**
social impact contribution

Living the Southcare Values is an essential component of our People and Culture and our Values underpin our deep-seated culture.

Our Southcarers come from a wide variety of professional and cultural backgrounds and together we form a proficient, compassionate, diverse team who are committed to improving the lives of others. When recruiting and appointing staff, our selection criteria looks at both experience and alignment to our Values. All decisions regarding our customers and staff are centred on our Values and are reiterated at Performance Appraisals and team meetings.

To celebrate the Southcare Values, we hold an award ceremony annually where we recognise and present awards to staff members and volunteers who have been outstanding in demonstrating they are 'Living the Southcare Values'.

With the ever-increasing change in aged care, our staff need to feel confident they can provide a quality service to our customers and therefore we need to ensure they have continuous learning and development.

We provide training and development for all our staff which enables them to feel confident in performing their roles as effectively and efficiently as possible. Our training commences as part of an induction process and continues until the completion of the specific training modules.

Our training comprises practical skills, and face-to-face and online training, as well as buddy mentoring, webinars, conferences and Lunch and Learn sessions. Throughout 2023-2024, staff training totalled 2,977 hours.

In addition, we supported staff with the following external opportunities:

- McKinsey Executive Leadership Program – Enda Fahy
- CPA Australia – Shelley Halton
- World Business Forum Sydney – Suzanne Malone, Shila Shimkhada and Mary Cullen-Pike
- Diploma of Community Services Coordination - Nicola McKinnon



Volunteers gave **5,216** hours of service back to the community

December 2023 marked the launch of Southcare's innovative skills-based training model, designed to ensure our team is better equipped than ever to deliver exceptional care. Helen Moore Centre, once a vibrant day social centre, transforms into a practical training environment emulating a customer's home. From the driveway to the kitchen, bedroom, bathroom, and laundry, this space allows our Home Care Workers to train in a setting that mirrors real-life scenarios.

The pilot program, which took place in November 2023, was met with enthusiasm and gratitude. Two tailored sessions (one for Community Support Workers and another for Domestic Assistants) focused on hands-on, practical activities aimed at enhancing the quality of our services.

Our Home Care Workers' responses to the training were overwhelmingly positive. Some praised the sessions for "building confidence" and described the hands-on experience as "beneficial and resourceful." Others appreciated the smaller group settings, noting that it was "more comfortable to ask questions," while also finding the training "interactive and engaging."

Thanks to the success of this pilot and the invaluable feedback from our Southcarers, this skills-based training model has been put in place, creating a training environment for every Southcarer to feel confident, capable, and ready to make a difference in the lives of our customers.



2,977 total training hours in 2024

 **23%**
increase

Southcare Spotlight

New Skills-Based Training Model Unveiled

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Southcare Spotlight

Niruja and Sagar

Caring and career progression go hand-in-hand for these two Southcarers... even more so because they are husband and wife. Yes, this is an example of how a commitment to each other and commitment to helping others pays off.

Niruja and Sagar left their home in Nepal to study in Australia, Niruja earning a Certificate IV in Aged and Individual Support and studying a Bachelor of Information Technology. Sagar completed a Master of Information System, Diploma of Human Resource Management, and Certificate IV in Aged and Individual Support.

They joined Southcare in 2022, both taking on the same roles as Community Support Workers and since then both have been promoted – Niruja to Administration Assistant with a community home care focus, and Sagar as Administration Officer with an IT focus.

“As home care workers, we worked directly with customers; we were in their homes every day helping them stay independent, driving them to appointments, taking them shopping and helping with personal care and everyday domestic duties,” Sagar said.

“Even though we are now office-based, we still work with customers, and while it might not always be face-to-face contact, it is nice to know that what we are doing still helps them live their best lives,” Niruja said.

They both worked as carers in Canberra and Sydney before driving across the Nullarbor to settle in WA, applying to work at Southcare along the way.

“We both love helping people; it’s in our blood as we helped our grandparents and extended family back home in Nepal,” Niruja said.

“When you see a customer smile after something you have done for them, it warms your heart and we are thankful to have jobs that allow us to experience that,” Niruja said.

“Working at previous companies on the east coast, we never had an opportunity to upskill or learn new things and we thought that might be the same here, but it has been the total opposite!” Niruja said.

“There are so many opportunities at Southcare and taking them without hesitation when they presented is what we both did, so you could say that together we are the prime examples of being rewarded,” Sagar said.



Southcare Spotlight

Laure

For Community Support Worker, Laure, helping aged care customers live their best lives is sweet, like chocolate.

Laure has traded cakes for caring and brings a little bit of Parisian chic to her role at Southcare.

"I am a trained pastry chef and worked for many years in France creating all sorts of sweet delicacies," Laure says.

"It was a wonderful job and very creative but at times pretty demanding, so I decided to take a break and try my hand at something new," Laure says.

The new change came in the form of travelling to Australia where she met her husband, who was travelling from New Zealand, and the pair decided to settle here in WA.

"When looking for a new career, I wanted to do something that helped people and a friend recommended I try my hand at home aged and community care, and I haven't looked back since!"

"I like connecting with people and instead of spending my days inside a commercial kitchen,

I am inside the homes and many kitchens of many customers! I like the variety too and do all sorts of things.

Sometimes, it's a helping hand with shopping, or keeping their home tidy, taking them to appointments or doing personal care and, of course, sharing a few laughs along the way."

"You could say when I was a chef, I used to see the smiling faces from my customers who enjoyed my creations, and now as a carer I see the smiling faces from customers who enjoy my help, and both are as sweet as each other!"

Laure is currently studying towards her Certificate III in Community Services and works part time at Southcare.

"The flexibility, training and support Southcare gives me is wonderful," she says.

With her new life keeping her busy and rewarded, does she still have time to bake?

"Of course, although mainly just for special occasions now, which is just as delicious!"



Annual Pulse Survey

Each year a Pulse Survey is conducted with our Southcarers as a check in to focus on what we are doing well and what areas we need to improve on. The four focus areas are Work Environment, Role Fulfilment, Leadership and Communication and Culture. A breakdown of the results shows:

- Overall, our culture remains strong;
- 92% of our staff live by our Values;
- Staff are happy with the workplace and they have role satisfaction;
- Overall, there is a positive level of connection and visibility with Line Managers;
- An overall positivity that our Care Champions can lead the success of Southcare.

Survey snapshot



4 weeks

Survey open 1 – 29 Feb 2024



106 surveys

sent to our Southcarers
(excluding volunteers)



69%

Response Rate



94%

Culture Satisfaction



97%

Workplace satisfaction



79%

Role satisfaction



69% Recommend Southcare services

62% Recommend Southcare as a place to work

Workplace Safety

Workplace Safety continues to be a major priority for Southcare. Our Occupational Health and Safety Committee is proactive in leading and implementing strategies committed to the wellbeing of our staff and volunteers. During the year, we had one workers compensation claim which was closed in June 2024.

Our Volunteers

Our Volunteers are the lifeblood of Southcare, first using their caring hands in 1982, and still doing so today in a variety of roles giving back to our community and to our customers. This year, we have been privileged to have 33 volunteers who use their caring hands in the following areas: Governance (Board Members), Op Shop, Emergency Relief, Drivers, General Maintenance, Marketing and Community Home Support Administration.

Without our team of Volunteers, we would not be able to operate as efficiently as we do. Our Volunteers play an integral part in our organisation by using their caring hands in the different departments in which they work. Our Volunteers are also provided with training relating to their roles and are encouraged to apply for paid roles in the organisation as and when specific roles arise.

We call our Volunteers 'Southcare Heroes' and you might call them a friendly face when you see them in our Op Shop, helping in our community services or office teams, leading social groups in our community hub or helping you around your neighbourhood.

We show appreciation to our Volunteers by recognising volunteer days and acknowledging our volunteers at our annual award ceremony. During National Volunteer Week in May, we present our Volunteers with a gift voucher and a certificate of our appreciation. This year we were fortunate to receive a grant from Volunteering WA to help celebrate our Volunteers. As such, we were pleased to be just one of three community groups selected in the City of South Perth.





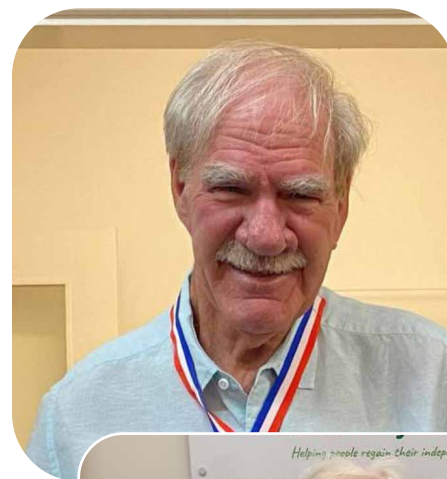
Our long-standing tradition of inviting Volunteers to celebrate at Government House with Volunteering WA was also realised in December. Once again, we were fortunate to have Wesley College students help us set up for the Southcare end of year party and we welcomed teams from Rio Tinto, BHP and PWC who gave our gardens a makeover during the course of the last 12 months.

'Something for Everyone' was the theme of National Volunteer Week this year, and we are thankful for the diversity of services Southcare provides as there is 'something for everyone' to deliver when using their caring hands.

After years of unwavering dedication to helping those in need, we bid a fond farewell to two of our most cherished volunteers, Sandy and Peter. Sandy, who has faithfully served for 10 years, and Peter, with an incredible 13.5 years of volunteer work at Southcare's Emergency Relief, have both left an indelible mark on our community.

Through their compassion and commitment, Sandy and Peter have been pillars of support for countless individuals facing difficult times. Their work in Emergency Relief (whether it was providing food, financial assistance, or simply a listening ear), has made a profound difference in the lives of those who needed it most. Both Sandy and Peter have embodied the true spirit of generosity, giving their time, energy, and hearts to ensure that no one in our community felt alone or forgotten.

As we say goodbye, we recognise and honour the legacy they leave behind – a legacy of kindness, resilience, and hope. Sandy and Peter, your contributions will be remembered by everyone whose lives you touched, and your impact will continue to inspire us all. Thank you for your incredible years of service to Southcare and the community.



A *Heartfelt Farewell* to two remarkable volunteers: Peter and Sandy

Southcare Values and Service Awards and Helen Moore Leadership Award

In April each year, we celebrate and acknowledge staff and volunteers who have given over five years of service to Southcare by publicly recognising them with a certificate and new name badge / lanyard which highlights their years of service.

Service Awards Recipients 2024

15 Years

- Corinne Aldersea – Community Support Worker

10 Years

- Julie Blucher – Community Support Worker
- Kirstin Campbell – Assistant Home Care Package Coordinator
- Sandy Crompton – Emergency Relief Volunteer

5 Years

- Claudia Chai – Community Support Worker
- Mary Cullen-Pike – Human Resource Manager
- Stuart Day – Volunteer Driver
- Vera Dedijer – Team Support Officer
- Sandy De Vetre – Home Care Package Coordinator
- Mariana Gonzalez Freijo – Commonwealth Home Support Programme Coordinator
- Shannon O’Keeffe – Community Support Worker
- Wendy Shambrook – Op Shop Volunteer



Living the Southcare Values

Key foundations in creating the culture at Southcare are our Values of Quality, Respect, Integrity, Cooperation and Empathy. We understand that to develop quality team relationships, we must respect each other, show empathy, cooperate, and endeavour to do our best by acting with integrity and producing high quality work.

The Southcare Values Awards reward staff and volunteers who demonstrate these values and who over the year have gone above and beyond what is expected and have each consistently strived to be an exceptional leader. They are the people in our organisation who we look up to; people who we want to be like and people who help others and the people who are inspiring examples of Southcare’s Values in action.



2024 Values Champion - Business Support Arif Abdul Mushir Systems and Information Technology Officer

Arif is a back-to-back winner of this award having also won a Values Champion Award in 2023 which is an incredible achievement, given that he has only been with Southcare for five years.

Arif embodies the qualities of Southcare starting as a volunteer, just like the volunteers that started Southcare, and soon became a paid employee. Now leading our information technology and systems, but did you know he has also worked in Human Resources, Marketing and Community Care? That is cooperation right there!

Arif has transformed the way Southcare helps our customers, streamlined the way we all share information and work together, and automated manual processes to improve efficiencies. In short, anything and everything that has IT associated with it, you can bet it has Arif associated with it too!

Quality, Respect, Integrity, Cooperation and Empathy – all words we can associate with Arif. Arif, you always bring a positive attitude, always offer to help, always listen and support, and you always do the right thing. You are a great role model for what we do at Southcare.

Business Support Runners Up

- Vera Dedijer
- Jo Newman



**2024 Values Champion -
Community Home Care
Operations**

**Sandy De Vetre – Home
Care Package Coordinator**

Sandy joined Southcare in 2018 after relocating from Brisbane and came to us as a Home Care Package Coordinator. She remains one of our dedicated Southcarers looking after our customers and helping them stay independent at home.

Sandy always aligns her work with the values of Southcare, she always looks to deliver the best outcomes for our customers and often goes above and beyond in her endeavours.

Understanding and compassion are vital attributes in her role, and Sandy shows both these qualities effortlessly. When a challenging task is in front of her, she knuckles down and gets it done, and always with a smile on her face.

Quality results delivered with integrity and empathy sums up the work Sandy does and how she approaches her work here at Southcare.

Community Home Care Operations team Runners Up

- Amy Irvine
- Nicola McKinnon



**2024 Values Champion -
Community Home Care**

**Jose Narvaez –
Community Support Worker**

Our customers describe Jose as 'brilliant, most thoughtful, pleasant, outstanding, caring, supportive, diligent and funny.' Sentences like, "He is the best!" and "He brightens our day!" are fondly shared when talking about Jose.

For those of us who know Jose, we know this to be true. He has an effervescent personality, loves a chat, asks questions and is always happy to help.

One could say he was born to be a carer, and for Jose this is very true. However, he took the 'scenic route' to get here! Jose worked in an office for 25 years before finding his calling as a carer and has been with Southcare now for 3.5 years.

Jose's journey to be a carer began around the time of COVID. He was made redundant from his office job and was helping a friend who had Motor Neurone Disease and was also helping his partner's dad who was ageing and needed support.

Whilst caring for others, Jose had that all-important lightbulb moment - This is the job for me! We couldn't agree more and we are very grateful for his tireless work here at Southcare.

So, with our five Values of Quality, Respect, Integrity, Cooperation and Empathy, Jose demonstrates them all every day. We all see it here and our customers see it too.

Community Home Care Runners Up

- Maria Kjellgren
- Khandu Wangmo
- Jordan Welti



Helen Moore Leadership and Service Award

Wendy Shambrook – Op Shop Volunteer

Wendy first joined Southcare as a volunteer in our Op Shop in 2018 and quickly became an integral part of the volunteer team when the management role became vacant. Wendy had no hesitation in stepping up and taking on a leadership role.

Wendy's role is always busy and demanding, and especially since the shop's makeover – the Op Shop is a bustling place for customers and members of the public!

You can often find Wendy after hours in the Op Shop storage room sorting through the piles of donations we receive from the public – an important but often thankless task.

The Op Shop has always been a very important part of Southcare with the funds made from sales going towards providing assistance to our customers receiving emergency relief.

Wendy has struck up relationships with many of our customers, so much so that the shop has become an integral social outlet for many within the local community.

Wendy is also well in tune with the needs of our customers and has a passion for people and helping others. She is always willing to support those in crisis, offer a listening ear and to assist with basic necessities such as clothing, bedding and utensils when needed.

Wendy shows professionalism, trustworthiness and leadership. Over the years, she has been a positive role model to many other volunteers, training them to a high standard in line with our Values.



This award acknowledges a volunteer who has demonstrated the following qualities which are based on Helen's attributes:

- Leadership
- Trustworthiness
- Professionalism
- Team Player



Thank you to our Partners

Member for South Perth

Geoff Baker, MLA for South Perth

Funding Bodies

- Australian Government (Commonwealth) Department of Health and Aged Care
- Department of Local Government and Communities (WA)
- Department of Prime Minister and Cabinet
- City of South Perth
- Lotterywest

Engaging Young Leaders on Aged Care and Community Boards – Community Partners

- ACCPA
- Advocare
- Anglicare
- AfCAS
- Astley Care
- Avivo
- Baptistcare
- Bethanie
- Brightwater
- Chorus
- City of South Perth
- COMHWA
- Communicare
- Community Vision
- COTA
- Edmund Rice Centre WA

- Girl Guides
- Good Sammy
- GRAI
- Hall & Prior
- Holyoake
- Identitywa
- Interchange
- Jackson McDonald
- Juniper
- Leadership WA
- Linkwest
- Melville Cares
- MercyCare
- Mosaic
- Palmerston
- PeopleKind Group
- Relationships Australia WA
- Rise
- Rotary Club of Como
- Ruah
- Sensorium Theatre
- Sexual Health Quarters
- Solaris Cancer Care
- Southcare
- SwanCare
- The Y
- Uniting WA
- Volunteering WA
- WACOSS
- Wanslea

Donations

- Lions Club South Perth
- Soroptimist International South Perth
- Royal Perth Golf Club Men's Charity Day
- GiveNow Donors
- Local community members

Consultants and Service Providers

- Alicia Curtis, Alyceum Consulting
- Antonia Stampelija, Inspire Consulting
- Crowe Auditors
- StillMe
- Bremmar Information Technology
- Health Generation
- Key 2 Design
- Spirit Studio
- Felicx



Treasurer and Finance Manager Report 2023/2024

Southcare achieved a surplus of \$1,435,970 from operations for the financial year ended 30 June 2024. This result demonstrates how Southcare was able to remain customer-focused and agile when faced with the ongoing uncertainty of the prolonged Aged Care Reforms. The year centered on development and commencement of delivery of a new Strategic Plan 2023-2025 focused on progressive service delivery and continuum of care, Aged Care Reform readiness, sustainable growth and strengthening our community connection. The details of our achievements and strategic decisions have been outlined in this report.

The federal government continues to provide funding for Home Care Packages (HCP), releasing an additional 24,100 packages in the Federal Budget in May 2024. However, the number fell well short of the 80,000 required to clear the national waitlist queue and meet projected demand. This has resulted in average wait times being extended to 9-12 months or longer for older Australians to avail of a package, and limits growth opportunities for providers. There is an increase in the number of providers entering into the home care market in the Perth Metropolitan area and the average number of HCPs per provider provider has decreased. Southcare remains well above the average at 298 compared to 136 and our market share remains consistent at 9% of the Southeast Metropolitan Region.

The Commonwealth Home Support Programme (CHSP) contract has been extended to 30 June 2025, but continues to present a dilemma as the cost-of-service delivery is higher than what the government is prepared to fund. The delays in CHSP customers timeframe to transition to the new Support at Home program, now being no earlier than 1 July 2027, compounds the issue further.

The Federal Government increased wages for Home Care Workers on 1 July 2023 by 15% (set by Fair Work Commission) and funding was received by two mechanisms: 1) increase subsidy for Home Care Packages (HCP); and 2) Commonwealth Home Support Programme (CHSP) one off early grant payment via a grant application.

Similar to other aged care and community service providers, we have implemented several new strategic workforce strategies to attract, develop and retain talented staff to continue our high quality of service to our customers, and also position Southcare for sustainable future growth. This included a strengthened Employee Value Proposition and improved practical skills-based training, learning and development and career pathway opportunities.

Southcare's total cash reserves increased by \$514,924 to \$6,362,739. This, together with a net asset position of \$5,230,479, ensures Southcare remains in a strong and liquid financial position.

A cash term deposit of \$5,000,000 continues to be held to realise and secure favourable returns from higher interest rates currently on offer.

We thank all members of the Accounts and Finance team for their valuable contributions in ensuring the accounting and administrative functions continue to be delivered to the highest standard. We congratulate Shelley Halton on her promotion to Finance Manager and welcome Samantha Veenhuizen to her role of Senior Accounts Officer.

Ben See

Ben See
Treasurer

Shelley Halton

Shelley Halton
Finance Manager

Southcare Inc

Financial Report

For the year ended 30 June 2024

Your Board submits financial report of Southcare Inc for the financial year ended 30 June 2024.

Board Members

The names of the Board Members during the year and at the date of this report are:

- Veronica Lawrance – Chair
- Miguel Gomez – Secretary (01/07/2023 – 23/10/2023) Deputy Chair (24/10/2023 – Current)
- Ben See – Treasurer (24/10/2023 – Current)
- Vidhatri Lakkim Setti– Secretary (24/10/2023 – Current)
- Mario Gomes
- Luke Mitchell
- Aditi Dey - Appointed as full board member at 24/10/23
- William Marshall – Deputy Chair resigned 24/10/2023
- Ashley Dawson – Treasurer resigned 24/10/2023
- Jane Wetherall– Resigned 24/10/2023
- Katherine Boon (Trainee) – Appointed 22/02/2024
- Michelle Brooks (Trainee) – Appointed 22/02/2024

Meetings of Board Members

The number of meetings held during the year ended 30 June 2024 and the number of meetings attended by each Board Member were:

	Eligible Meeting for Board Members	Meetings Attended
Number of meetings held	6	
Number of meetings attended by:		
Veronica Lawrance – Chair	6	5
Miguel Gomez – Deputy Chair	6	5
Ben See – Treasurer	6	6
Vidhatri Lakkim Setti – Secretary	6	6
Mario Gomes	6	6
Luke Mitchell	6	6
Aditi Dey	6	5
William Marshall – Former Deputy Chair (Resigned)	1	1
Ashley Dawson – Former Treasurer (Resigned)	1	1
Jane Wetherall (Resigned)	1	-
Katherine Boon (Trainee)	3	2
Michelle Brooks (Trainee)	3	2

Principal Activities

The principal activities of Southcare Inc during the financial year were the provision of personalised aged care, community, and social support services.

Significant Activities

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

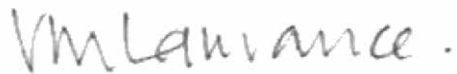
Results

The surplus from ordinary activities is \$1,775,970 (2023: surplus of \$649,897).


Auditor's Independence Declaration

A copy of the Auditor's Independence Declaration as required under s.60-40 of the Australian Charities and Not-for-profits Commission Act 2012 is included on page 22 of this financial report.

Signed in accordance with a resolution of the Board.



Veronica Lawrance
Chair



Enda Fahy
Chief Executive Officer

Date at Perth 22nd August 2024

Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2024

	Notes	2024 \$	2023 \$
Revenue and other income	1	14,711,233	12,220,196
Employee Costs		7,230,980	6,221,485
Depreciation and amortisation expense		195,813	552,005
Service expenditure		4,293,047	3,381,671
Advertising and Marketing		260,290	255,884
Administrative expense		769,881	743,917
Other expenses		525,252	408,792
Mankara Project costs written off		-	6,545
Total Expenditure		13,275,263	11,570,299
Surplus from operations		1,435,970	649,897
Other comprehensive income		340,000	-
Total Comprehensive Income		1,775,970	649,897

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes

Statement of Financial Position

As at 30 June 2024

	Notes	2024 \$	2023 \$
CURRENT ASSETS			
Cash and cash equivalents	2	6,362,739	847,815
Other financial assets	2	-	5,000,000
Trade and other receivables	3	1,106,182	760,923
Prepayments		192,325	204,208
Total Current Assets		7,661,246	6,812,946
NON-CURRENT ASSETS			
Property, Plant and Equipment	4	4,186,024	3,887,145
Investment properties	6	3,320,000	2,870,000
Total Non-Current Assets		7,506,024	6,757,145
TOTAL ASSETS		15,167,270	13,570,091
CURRENT LIABILITIES			
Trade and Other Payables	7	479,725	476,125
Employee Provisions	8	655,343	602,658
Unearned Revenue	9	116,941	122,391
Funding received in advance		109,683	45,115
HCP – Unspent Fund	10	1,028,507	1,320,945
Refund liability		40,568	55,477
Total Current Liabilities		2,430,767	2,622,711
NON-CURRENT LIABILITIES			
Employee provisions	8	119,907	106,754
Total Non-Current Liabilities		119,907	106,754
TOTAL LIABILITIES		2,550,674	2,729,465
NET ASSETS		12,616,596	10,840,626
ACCUMULATED FUNDS			
Retained Surplus		11,230,630	9,794,660
Asset Revaluation Reserves		1,385,966	1,045,966
TOTAL ACCUMULATED FUNDS		12,616,596	10,840,626

The above statement of financial position should be read in conjunction with the accompanying notes.

Statement of Changes in Accumulated Funds

For the year ended 30 June 2024

	Retained Surplus	Asset Revaluation Reserves	Total Accumulated Funds
2023			
Balance as at 1 July 2022	9,144,763	1,045,966	10,190,729
Net surplus for the year	649,897	-	649,897
Balance as at 30 June 2023	9,794,660	1,045,966	10,840,626
2024			
Balance as at 1 July 2023	9,794,660	1,045,966	10,840,626
Net surplus for the year	1,435,970	-	1,435,970
Other comprehensive income	-	340,000	340,000
Balance as at 30 June 2024	11,230,630	1,385,966	12,616,596

The above statement of changes in accumulated funds should be read in conjunction with the accompanying notes.

Statement of Cash Flows

For the year ended 30 June 2024

	Notes	2024 \$	2023 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Customers		13,494,600	10,262,489
Interest Income		191,823	107,015
Payment of Salaries and Wages		(7,165,142)	(6,155,095)
Payments to Suppliers		(5,851,665)	(4,661,577)
Net cash inflows/(outflows) from operating activities	12	669,616	(447,168)
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for Property, Plant and Equipment		(154,692)	(381,292)
Proceeds from disposal of Property, Plant and Equipment		-	40,455
Receipts from (Payments for) Term Deposits		5,000,000	(3,701,612)
Net cash inflows/(outflows) from investing activities		4,845,308	(4,042,449)
Net increase/(decrease) in cash and cash equivalents		5,514,924	(4,489,617)
Cash and cash equivalents at the beginning of the financial year	2	847,815	5,337,432
Cash and cash equivalents at the end of the financial year	2	6,362,739	847,815

The above statement of cash flows funds should be read in conjunction with the accompanying notes.

Notes to the Financial Statements

For the year ended 30 June 2024

Overview

This financial report covers Southcare Inc as stand-alone entity. Southcare Inc is an association incorporated in Western Australia under the Associations Incorporation Act 2015.

The financial report was authorised for issue by the Board on 22nd August 2024.

Basis of Preparation of the Financial Statements

In the Board Members' opinion, the Association is not a reporting entity because there are no users dependent on general purpose financial statements. The financial report is a special purpose financial report that has been prepared for the purposes of complying with the Associations Incorporation Act 2015, the Australian Charities and Not-for-profit Commission Act 2012 and the Charitable Collections Act 1946. The Board Members have determined that the accounting policies adopted are appropriate to meet the needs of the Association.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 107 'Statement of Cash Flows', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for-profit entities.

The financial report, except for the cash flow information, has been prepared on an accruals basis and is based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets. It is presented in Australian Dollars which is the Association's functional and presentation currency.

New or amended Accounting Standards and Interpretations adopted

The Association has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period. Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

Income Tax

As the Association is a charitable institution in accordance with subsection 50-5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

GST

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an expense. Receivables and payables in the statement of financial position are shown inclusive of GST. The net amount of GST recoverable from, or payable to the Australian Taxation Office is included in other receivables or other payables in the statement of financial position.

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

Notes to the Financial Statements

For the year ended 30 June 2024

Current and non-current classification

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the Association's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the Association's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

Critical accounting judgements estimates and assumptions

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and or other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets or liabilities within the next financial year are included in the respective note disclosure.

Notes to the Financial Statements

For the year ended 30 June 2024

NOTE 1: Revenue and Other Income

	2024 \$	2023 \$
Revenue from contracts with customers		
Home Care Packages Level 1	71,721	85,772
Home Care Packages Level 2	1,451,977	1,050,824
Home Care Packages Level 3	2,855,482	2,247,795
Home Care Packages Level 4	5,019,592	4,277,611
Community Home Support Grant	3,090,912	2,765,353
Financial Counselling Grant	133,024	138,996
Women Leadership and Development Grant	147,942	173,168
Lotterywest Emergency Relief Grant	79,852	80,065
City of South Perth Grant	85,000	79,962
Aboriginal Family Support Grant	224,058	78,305
HESS Grant	64,311	-
Engaging Young Leaders	138,405	126,987
CHSP Client Fees and Other Revenue	464,932	259,226
Other Revenue (including Op Shop)	236,588	133,008
	14,063,796	11,497,072
Other Income		
Interest income	191,823	122,280
Fair value gains on investment properties	450,000	599,442
Room Hire	5,614	1,402
	647,437	723,124
Revenue and other Income	14,711,233	12,220,196

Accounting Policy

Revenue from the provision of services is recognised when there is an 'enforceable' contract with a client with 'sufficiently specific' performance obligations. The transaction is accounted for under AASB 15 where income is recognised when (or as) the performance obligations are satisfied.

Where performance obligations are satisfied over time, revenue is recognised as the services are rendered based on either a fixed price or an hourly rate. For services based on the stage of completion of the contracts (i.e., the time period for which the services are delivered), the Association has assessed that the stage of completion determined as the proportion of the total period services are expected to be delivered over that which has elapsed at the end of the reporting period to be an appropriate measure.

Notes to the Financial Statements

For the year ended 30 June 2024

NOTE 1: Revenue and Other Income

When the Association receives government grants and bequests that are in the scope of AASB 1058 (being a transaction where the consideration paid to acquire an asset is significantly less than fair value principally to enable the Association to further its objectives), it performs an assessment to determine if the contract is 'enforceable' and contains 'sufficiently specific' performance obligations. In cases where there is an 'enforceable' contract with a client with 'sufficiently specific' performance obligations, the transaction is accounted for under AASB 15.

In all other cases (where the contract is not 'enforceable' or the performance obligations are not 'sufficiently specific'), the transaction is accounted for under AASB 1058.

Interest income is recognised on an accruals basis using the effective interest method.

Other income is recognised on an accruals basis when the Association is entitled to it.

Significant accounting judgements and estimates

To determine if a grant contract should be accounted for under AASB 1058 or AASB 15, the Association determines if the contract is 'enforceable' and contains 'sufficiently specific' performance obligations. When assessing if the performance obligations are 'sufficiently specific', the Association has applied significant judgement in this regard by performing an analysis of the terms and conditions contained in the grant contracts, review of accompanying documentation and holding discussions with relevant parties. Income recognition from grants received by the Association is accounted for under AASB 1058 or AASB 15 based on the assessment performed.

NOTE 2: Cash and Cash Equivalents and Other Financial Assets

	2024 \$	2023 \$
Cash and cash equivalents		
Cash on hand	1,450	1,475
Cash at bank	1,361,289	846,340
Term deposits	5,000,000	-
Total cash at bank and in hand	6,362,739	847,815
Other financial assets		
Term deposits	-	5,000,000
Total term deposits	-	5,000,000

Accounting Policy

Cash and cash equivalents include cash on hand, deposits held at-call with banks and other short-term highly liquid investments with original maturities of three months or less.

Term deposits with original maturity of over three months, are classified as other financial assets.

All cash on hand, cash at bank and term deposits are unrestricted.

Notes to the Financial Statements

For the year ended 30 June 2024

NOTE 3: Trade & Other Receivables and Prepayments

	2024 \$	2023 \$
Trade & Other Receivables		
HCP – Medicare Receipts Clearing	777,987	611,836
CHSP – Receivables*	242,094	-
Other receivables	-	72,912
Trade Receivables	89,651	79,725
Less: Allowance for Expected Credit Losses	(3,550)	(3,550)
	1,106,182	760,923

*The 2024 CHSP receivable balances relates to CHSP funding received in arrears. The prior year balance was nil due to funding being received in advance.

Accounting Policy

Trade and other receivables are recorded at amortised cost less any allowance for expected credit losses. Trade and other receivables are recognised when the Association becomes party to a contract and has a legal right to receive cash.

NOTE 4: Property, Plant and Equipment

Reconciliation of the Opening and Closing Balances of the respective categories of property, plant and equipment is as follows:

	Plant and Equipment \$	Motor Vehicles \$	Freehold Land and Buildings \$	Capitalised costs \$	Total \$
30 June 2023					
Balance at beginning of the year	231,659	28,364	869,508	61,160	1,190,691
Additions	341,347	32,480	7,465	-	381,292
Depreciation Expense	(112,439)	(14,661)	(45,462)	-	(172,562)
Disposals and Write Offs	-	(31,116)	-	(61,160)	(92,276)
Carrying amount at end of the year	460,567	15,067	831,511	-	1,307,145
30 June 2024					
Balance at beginning of the year	460,567	15,067	831,511	-	1,307,145
Additions	52,645	96,558	5,489	-	154,692
Depreciation Expense	(142,830)	(7,287)	(45,696)	-	(195,813)
Disposals/Write Offs/Transfers	-	-	-	-	-
Carrying amount at end of the year	370,382	104,338	791,304	-	1,266,024

Notes to the Financial Statements

For the year ended 30 June 2024

NOTE 4: Property, Plant and Equipment (continued)

Land and buildings at fair value

	2024 \$	2023 \$
Carrying amount at 1 July 2023	2,580,000	2,580,000
Net fair value increments	340,000	-
Carrying amount at 30 June 2024	2,920,000	2,580,000
Total property, plant and equipment	4,186,024	3,887,145

Accounting Policy

Asset Recognition

Plant and equipment and motor vehicles costing greater than \$5,000 are capitalised and measured at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Land and buildings are measured at either historical cost or fair value. Land and buildings shown at fair value are based on periodic, at least every 3 years, valuations by external independent valuers, less subsequent depreciation and impairment for buildings. The valuations are undertaken more frequently if there is a material change in the fair value relative to the carrying amount. Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset. Increases in the carrying amounts arising on revaluation of land and buildings are credited in other comprehensive income through to the revaluation surplus reserve in equity. Any revaluation decrements are initially taken in other comprehensive income through to the revaluation surplus reserve to the extent of any previous revaluation surplus of the same asset. Thereafter the decrements are taken to profit or loss.

Depreciation

Land is not depreciated. Depreciable property, plant and equipment and motor vehicles are written-off to their estimated residual values over their estimated useful life using the straight-line method of depreciation. Depreciation rates (useful lives) and residual values are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Depreciation rates applying to each class of depreciable assets are based on the following useful lives:

	2024	2023
Buildings	4% to 15%	4% to 15%
Plant and Equipment	15% to 25%	15% to 25%
Motor vehicles	20%	20%

Notes to the Financial Statements

For the year ended 30 June 2024

NOTE 4: Property, Plant and Equipment (continued)

Derecognition

An item of property, plant and equipment and motor vehicle is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Impairment

All non-financial assets are reviewed for indicators of impairment on an annual basis. Where indicators of impairment exist, the asset's recoverable amount is estimated, and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

Significant accounting judgements and estimates

Estimation of useful lives of assets

In the process of applying the accounting policies listed in this note, the Association determines the estimated useful lives and related depreciation charges for its assets.

Fair value measurement

When a non-financial asset is measured at fair value for recognition or disclosure purposes, the fair value is based on the price that would be received to sell the asset in an orderly transaction between market participants at the measurement date; and assumes that the transaction will take place either: in the principal market; or in the absence of a principal market, in the most advantageous market.

Fair value is measured using the assumptions that market participants would use when pricing the asset, assuming they act in their economic best interests. For non-financial assets, the fair value measurement is based on its highest and best use. Valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, are used, maximising the use of relevant observable inputs and minimising the use of unobservable inputs.

NOTE 5: Leases

Accounting Policy

The Association has elected to apply the exceptions to lease accounting for both short-term leases (i.e. leases with a term of less than or equal to 12 months) and leases of low value assets. The Association recognises the payments associated with these leases as an expense on a straight-line basis over the lease term.

Notes to the Financial Statements

For the year ended 30 June 2024

NOTE 6: Investment properties

Reconciliation of the Opening and Closing Balances of Investment Properties.

	\$
30 June 2023	
Balance at beginning of the year	2,650,000
Depreciation Expense	(379,442)
Net fair value increments	599,442
Carrying amount at end of the year	2,870,000
30 June 2024	
Balance at beginning of the year	2,870,000
Depreciation Expense	-
Net fair value increments	450,000
Carrying amount at end of the year	3,320,000

Accounting Policy

The Association owns four residential properties which are held to earn rentals. Investment properties principally comprise of freehold land and buildings held for long-term rental by the Association. Investment properties are initially recognised at cost, including transaction costs, and are subsequently remeasured at fair value. Movements in fair value are recognised directly in profit or loss.

Investment properties are derecognised when disposed of or when there is no future economic benefit expected.

NOTE 7: Trade and Other Payables

	2024 \$	2023 \$
Trade Payables and Accruals	186,093	213,731
GST/PAYG payable	49,970	56,649
Employee entitlements - Wages	243,662	205,745
	479,725	476,125

Accounting Policy

These amounts represent liabilities for goods and services provided to the Association prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

Notes to the Financial Statements

For the year ended 30 June 2024

NOTE 8: Employee Provisions

	2024 \$	2023 \$
Current Liabilities:		
Employee entitlements - Annual Leave	356,666	325,677
Employee entitlements - Long Service Leave	298,677	276,981
Total Current Liabilities	655,343	602,658
Non-Current Liabilities:		
Employee entitlements - Long Service Leave	119,907	106,754
Total employee provisions	775,250	709,412

Accounting Policy

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

Annual Leave and Long Service Leave

The liability for employee benefits includes a provision for annual leave and long service leave. The leave liabilities are calculated on the basis of the employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination. The estimate of the present value of the long service leave liability takes into account attrition rates and pay increases through promotion and inflation.

Significant accounting judgements and estimates

Leave provisions involve assumptions based on the expected tenure of existing staff, patterns of leave claims and payouts, future salary movements and future discount rates.

NOTE 9: Unearned Revenue

	2024 \$	2023 \$
Unearned Revenue	116,941	122,391

Accounting Policy

Unearned revenue is a liability account that reports amounts received in advance of providing goods or services. When the goods or services are provided, this account balance is reduced and the associated revenue is recognised in the income statement.

Notes to the Financial Statements

For the year ended 30 June 2024

NOTE 10: HCP Unspent Funds

	2024 \$	2023 \$
HCP – Unspent Funds	1,028,507	1,320,945

Accounting Policy

Unspent funds represent the Association's obligation to transfer goods or services to a customer and are recognised when consideration is received before the Association has transferred the goods or services to the customer. When the goods or services are provided, this account balance is reduced and the associated revenue is recognised in the income statement.

NOTE 11: Remuneration of Auditors

	2024 \$	2023 \$
Audit of the financial statements	27,300	26,400
Non assurance services	4,850	4,700
	32,150	31,100

NOTE 12: Cash Flow Information

	2024 \$	2023 \$
Reconciliation of Net Cash from operating activities		
Surplus for the Year	1,435,970	649,897
Adjustments for:		
Depreciation	195,813	552,005
Write off of capitalised costs	-	6,545
Fair value gains on investment properties	(450,000)	(599,442)
Changes in assets and liabilities:		
(Increase) in trade receivables	(345,259)	(114,943)
Decrease/(Increase) in other assets	11,883	(39,371)
(Increase) in income in advance	(248,229)	(1,136,307)
Increase in creditors and accruals	3,600	168,058
Increase in employee provisions	65,838	66,390
Net Cash inflows/(outflows) from Operating Activities	669,616	(447,168)

Notes to the Financial Statements

For the year ended 30 June 2024

NOTE 13: Commitments

The Association does not have any commitments as at 30 June 2024 and 30 June 2023.

NOTE 14: Related Parties and Key Management Personnel disclosures

Related parties of the Association comprise the members of the Board, the key management personnel of the Association, and parties related to the Association's key management personnel (including close family members and entities controlled by themselves, their close family members or jointly with close family members).

Transactions with related parties / Balances owing to or from related parties

There were no transactions with related parties during the current or previous financial year. There were no balances due from or owing to related parties at the end of the current or previous financial year.

Key Management Personnel

Key management personnel are those persons having authority and responsibility for planning, directing and controlling the activities of the Association. The Association has determined the key management personnel to be the Board, and the Financial Manager.

The aggregate compensation made to members of key management personnel of the Association are set out below.

	2024 \$	2023 \$
Aggregate compensation	429,983	444,600

NOTE 15: Economic Dependence

The Association is dependent on the Australian Government (Commonwealth) Department of Health and Aged Care for the majority of its revenue. At the date of this report the members of the Board have no reason to believe that the Department will not continue to support the Association.

NOTE 16: Contingent Liabilities

The Association is required under various programs and funded projects to carry out various activities and report to the funding bodies on the achievement of stated KPIs. In some instances, not all of the contractually agreed activities have been achieved and / in between or surpluses have been achieved hence there exists the possibility that future funding may be reduced. Not all such determinations and resolutions by funding bodies are expected to be fully confirmed and or advised until after the completion of the 2024 financial report. If such events do occur the financial impact will be recognised in the next year's financial report.

Notes to the Financial Statements

For the year ended 30 June 2024

NOTE 17: Events After the Reporting Date

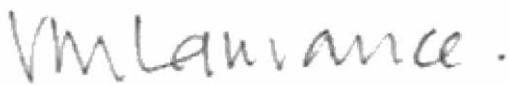
No matter or circumstance has arisen since 30 June 2024 that has significantly affected, or may significantly affect the Association's operations, the results of those operations or the Association's state of affairs in future financial years.

Statement by Members of the Board

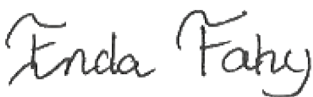
In the opinion of the Board of Southcare Inc (the Association):

- 1 The financial statements and notes that are set out on pages 57 - 72 are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and the Associations Incorporation Act (WA) 2015; including
 - i. Presenting fairly the Association's financial position as at 30 June 2024 and its performance for the financial year ended on that date; and
 - ii. Complying with Australian Accounting Standards, to the extent described in Note 1 and the Australian Charities and Not-for-profits Commission Regulation 2013
- 2 At the date of this statement, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

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



Veronica Lawrance
Chair



Enda Fahy
Chief Executive Officer

Date at Perth 22nd August 2024

Independent Auditor's Report



INDEPENDENT AUDITOR'S REPORT TO THE BOARD OF SOUTHCARE INC.

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Southcare Inc (the Association), which comprises the statement of financial position as at 30 June 2024, the statement of profit or loss and other comprehensive income, the statement of changes in accumulated funds and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the statement by the Board.

In our opinion the accompanying financial report is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012 and the Associations Incorporation Act (WA) 2015 including:

- a) presenting fairly, in all material respects, the financial position of the Association as at 30 June 2024, and of its financial performance and its cash flows for the year then ended; and
- b) complying with Australian Accounting Standards, to the extent described in Note 1, and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter - Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Association's financial reporting responsibilities under the Associations Incorporation Act (WA) 2015 and the Australian Charities and Not-for-profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose.

Responsibilities of the Board for the Financial Report

The Board of the Association are responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the applicable legislation, including the requirements of Section 15(1) and 15(2) of the Charitable Collections Act (WA) 1946 and the Charitable Collections Regulations (WA) 1947 and for such internal control as the Board determine is

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Independent Auditor's Report



necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Board either intends to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board.
- Conclude on the appropriateness of the Board's use of the going concern basis of accounting in the preparation of the financial report. We also conclude, based on the audit evidence obtained whether a material uncertainty exists related to events and conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in the auditor's report to the disclosures in the financial report about the material uncertainty or, if such disclosures are inadequate, to modify the opinion on the financial report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Independent Auditor's Report



We also provide the Board with a statement that we have complied with the relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

Report on Other Legal and Regulatory Requirements

Opinion pursuant to the Charitable Collections Act (WA) 1946 and Charitable Collections Regulations (WA) 1947

In our opinion, the Association has complied, in all material respects, with the requirements of the Charitable Collections Act (WA) 1946 and Charitable Collections Regulations (WA) 1947 for the year ended 30 June 2024.

A handwritten signature in blue ink, appearing to read "Crowe Perth".

Crowe Perth

A handwritten signature in blue ink, appearing to read "Cyrus Patell".

Cyrus Patell
Partner

Signed at Perth, 22 August 2024



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