



2021

Patron's Message

Chair's Message

Board of Directors

CEO's Message

The year at a glance:

- Our Services
- Our Team

Hear from our Clients & Team

Financials

Audited financial statements



ANNUAL REPORT
www.melvillecares.org.au

Acknowledgement of Country

We acknowledge the traditional custodians of this land, the Whadjuk Noongar people.

We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region. We acknowledge their Elders – past, present and emerging.

OUR VISION

Older people living with confidence, voice, respect and connection

OUR PURPOSE

Supporting and connecting older people to live at home and contribute to the community

OUR VALUES



EMPOWERMENT

Valuing people and giving them the information and tools they need to achieve results.



TRUST

Building strong relationships based on our reliability, excellence and fairness in all we do.



COMPASSION

Understanding another person's aspirations and taking action to improve their lives.

Patrons Message 2021 - June Barton

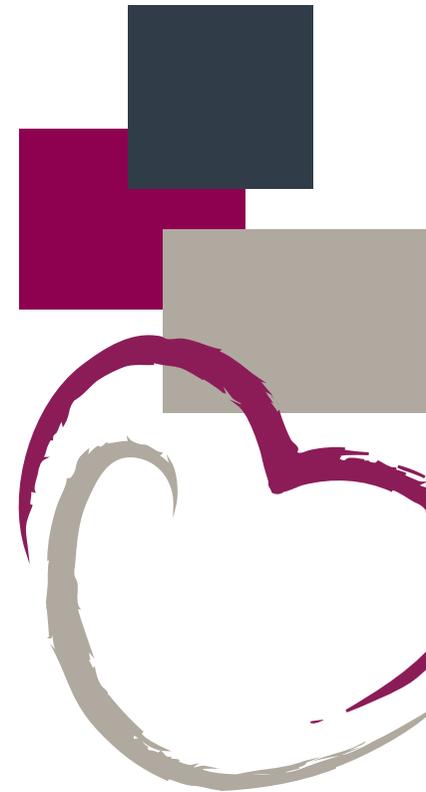


June Barton

Patron
Melville Cares

As Founding Member and Patron I have proudly watched Melville Cares grow and adapt to social, health, legislative and financial changes in meeting the needs of our community. We continue to depend on our generous volunteers and committed staff in maintaining a reputation for the highest standard of care and I encourage you all to participate in our new website feedback form to assist us to remain the heart of community care.

<https://melvillecares.org.au/feedback/>



Chair's Message 2021 - Andrew Schox



Andrew Schox

Board Chair

Chair of Nominations and
Governance Committee /
Committee Member:
Finance Audit and Risk

It is with pleasure I present my first report as the Chair of Melville Cares.

In doing so I acknowledge my predecessor Mark Gummer who had been a member of the Board for two years prior to my appointment. In this time Mark led the appointment of our CEO and commenced the renewed governance processes positioning Melville Cares for the future.

Melville Cares has a strong tradition of providing quality services based on strong relationships for over 35 years. It is gratifying to see the ongoing community demand for our services.

This demand has resulted in significant growth and the introduction of new services notwithstanding the challenges of this financial year.

In 2021-22, we welcomed new directors to our Board. A skills assessment was undertaken to ensure we had the experience required to oversee the roll out of Strategic Plan. The Strategic Plan sets an ambitious plan and integrates the findings from the Royal Commission into Aged Care Quality and Safety, supports the requirements of the Aged Care and Quality Commission and responds to opportunities presented in the recent Federal Budget.

In terms of the Royal Commission, its final report has been tabled. It contains 148 recommendations and the initial response from the Federal Government outlines that 'Respect for senior Australians' is, and must be, a national priority. Out of respect comes all that we value in the care of our ageing loved ones: dignity, quality and safety. We at Melville Cares look forward to playing a part in these very important and overdue reforms of Aged Care in this country.

The high demand for our services, the changing needs of our clients, as well as the evolving external landscape brings into sharp focus the need for a strong culture and robust governance. In order to maintain quality services and support the expansion of our service offerings, the Board has focused on governance, culture and strategy. This has resulted in a refreshed risk management framework, renewed policies and procedures and mechanisms to evaluate cultural engagement. The merging of best practice in governance and operations underpins the positive experience of those we serve, the engagement of our team and ongoing organisational sustainability.

**Recognising
35 years and
expansion of
Service**

**Respect
Dignity
Quality
Safety**

**Risk Management
Policies and Procedures
Specialist Committees
Cultural Engagement**

**Relationships
Clear Direction
Engaged Staff**

As we move forward we are in a very strong position to live our purpose, ensuring our services are based upon our strong relationships with our clients and team and are supported by robust governance. This is only possible because of our committed and engaged team. We were very pleased to see a recent survey highlight that 91% of our team understood the Strategic Plan and 93% felt appreciated and recognised. I acknowledge the hard work and commitment of each and every member of our team, staff and volunteers, and the difference they make for our clients and their families.

I would also like to thank CEO, Ian Carter AM for his leadership over the last year. Ian led significant structural and governance reform during this period. Ian recently shared his intention to semi-retire. We wish him every success and commend him on his time as CEO. Following this announcement, the Board began a robust recruitment process. We are pleased to share that Maria Davison has been appointed to the role of CEO. Maria has significant executive experience in the Aged Care sector and is well placed to lead our organisation going forward.

In closing, I acknowledge and thank the Melville Cares Board for their dedication and hard work in what has been a very challenging year. Gabriela Di Perna, Deputy Chair, Sam Modica, Chair; Finance and Risk Committee, Glynis Barber, Mona Gill, Mary Kepert, and Kelli Porter.

Melville Cares Board Members

As at 30 June 2021



Andrew Schox

Board Chair

Chair of Nominations and
Governance Committee /
Committee Member:
Finance Audit and Risk



Gabriela Di Perna

Deputy Chair of the Board

Committee Member:
Finance Audit and Risk,
Nominations and Governance



Glynis Barber

Board Member

Committee Member:
Clinical and Care,
Nominations and Governance



Mona Gill

Board Member

Committee Member:
Nominations and Governance



Mary Kepert

Board Member

Committee Member:
Clinical and Care



Sam Modica

Board Member

Committee Member:
Finance Audit and Risk



Kelli Porter

Board Member

Committee Member:
Clinical and Care

CEO Message 2021 - Ian Carter



Ian Carter AM
CEO
(July 2018 – June 2021)

In the last Annual Report, my CEO message began by highlighting two massive issues which were confronting Melville Cares and all other Aged Care providers in Australia. Those issues were, of course, the Aged Care Royal Commission and the impact of COVID-19, and these two issues continue to dominate the day to day operations and the strategic considerations for Melville Cares.

Every time a COVID-19 lockdown was put in place in Western Australia we had to respond quickly to ensure we provided the safest and most appropriate care for our clients, who are some of the most vulnerable members of the community. Our systems are now well established with our staff and volunteers well prepared. Our Strategic Plan for 2021-2024 fits well with the new reforms that have been signaled by the Federal Government. Our Strategic Objectives are;



The 2020/2021 year has seen Melville Cares achieve some remarkable milestones including our turnover exceeding \$10 million for the first time in our history

We welcomed Andrew Schox to Melville Cares as our new Chair at the last AGM, and we also welcomed Mona Gill, Sam Modica and Kelli Porter. Our existing Board Member Gabriela Di Perna was the elected Deputy Chair and Mary Kepert and Glynis Barber continued their roles on the Board. I thanks them all for their commitment to Melville Cares.

Finally, I have made the difficult decision to leave this amazing organisation at the end of this financial year as I look to move into semi-retirement. I have loved working at this passionate organisation for the last two years but it is the right time to handover to Maria Davison who joined us 10 months ago on our Executive. Maria is an amazing person with a wealth of knowledge and experience in community Aged Care and she will do a great job leading Melville Cares.

CEO Message 2021 - Maria Davison



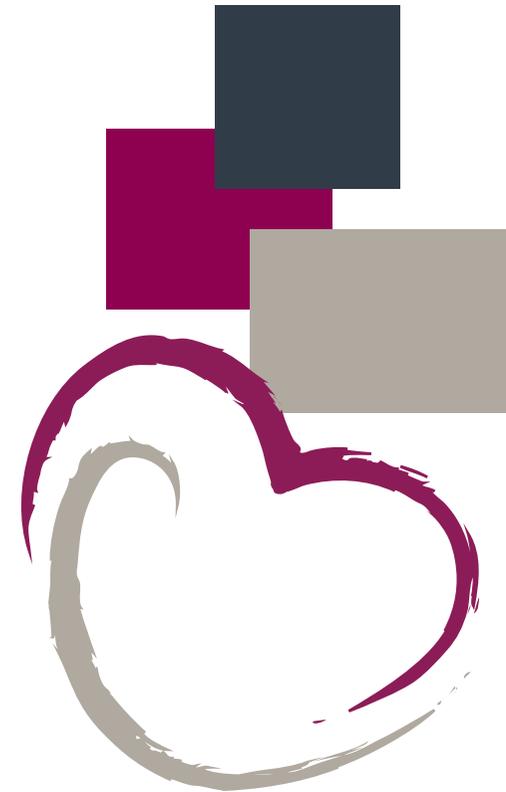
Maria Davison

CEO
(July 2021 - present)

I am delighted to take on the role of CEO of Melville Cares. It is a rare opportunity to get to know an organisation and the way in which it brings its purpose to life, before joining as the CEO. Melville Cares is unique and its relationship approach is tangible and underpins all it does.

I look forward to the next stage of our journey as we continue to grow our footprint and strengthen our reputation as 'the heart of community care'. In doing so and respecting our community and environment, this years' annual report is available online with hard copies available only upon request.

I thank Andrew Schox, Chair, Gabriela Di Perna, Deputy Chair, Board Members and the Melville Cares team for their warm welcome. I would also like to acknowledge Ian Carter. Ian led the renewal of constitutional changes, governance, strategy and set a solid base from which we continue to implement our six-pillar strategy.



The year at a glance - Our Services



The year at a glance - Our Team



Hear from our clients

“

When thinking about Melville Cares I think they are good at...

”

“
Everything, every carer, cleaner and gardener that I have had in my home because they have all been fabulous and contributed to my health and wellbeing in various ways.

Ivy Sullivan

“
Everything. Girls on the phone are so great, professional and caring. Wonderful staff. I appreciate them so much. My cleaner is fantastic, very quick, trustworthy, great personality, very caring. Just a great service. I recommend Melville Cares to everyone. Thank you so much for caring & looking after us.

Kaye Tate



“
Helping in so many ways. volunteer bus driver Glyn is so helpful kind and considerate and a delight to be in the bus with.

Denise Vass

“
Melville Cares has made my life so, so much better. I have cleaning and an OT come to my house and they instigated having a toilet with handles, rails, mobile stair lift and back gate rail installed which makes life so much better. The activities programme (Melville Friends) is a blessing

Sandra Jackiewicz

“
Being sensitive to the needs of senior citizens. Nutritious food is served in the Day Centre, often a quality entertainer will attend. My dear wife left me after a lengthy bout of Alzheimers disease. Watching her slowly fade away was difficult for me. After her funeral I developed acute PTSD, various therapies were ineffectual. Joining Melville Cares helped make life worth living again.

Client who wishes to remain anonymous

Hear from our team

“

I love working for Melville Cares. My clients are beautiful and I just love being part of a team.

Lucy – Community Worker

”

“

I thoroughly enjoy being part of the Melville Cares coordination team, which is built on strong relationships and communication. We strive for the best outcomes for our client's to enable them to stay in their own homes.

'If you can make the clients day brighter, you have won'

Deb – Coordinator

”

“

I enjoy working for Melville Cares, the work is rewarding and the clients are so appreciative. We assist and involve clients in the upkeep of their own homes and gardens, so they can keep living in their home with pride and joy.

Tony – Home & Garden Maintenance

”

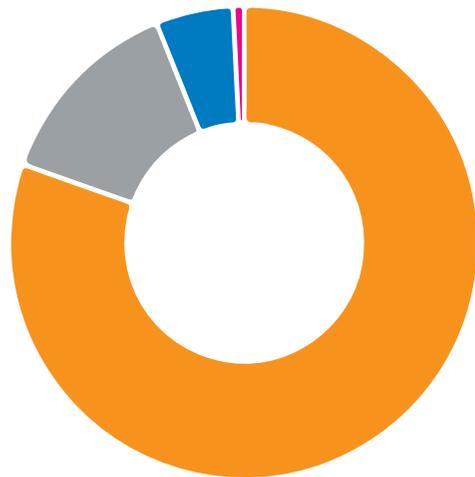
“

Working with Melville Cares has provided me with a great sense of personal fulfillment and pride over the last 16 years. I've had the opportunity to support clients to stay in their homes, and achieve their goals.

Karen – Community Worker

”





What we earned

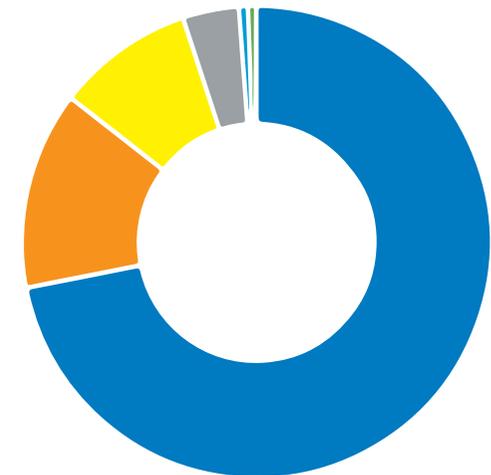
As at 30 June 2021

■ Client fees	547,032
■ Government funding	8,238,834
■ Government stimulus	1,387,762
■ Other income	78,051
	10,251,678

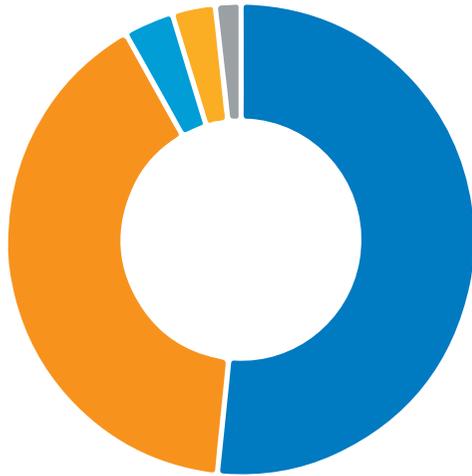
What we spent

As at 30 June 2021

■ Employee expenses	6,265,901
■ Brokered goods & services	1,180,258
■ Motor vehicle expenses	337,406
■ Other service costs	825,475
■ Accommodation expenses	54,448
■ Purchase of consumables	49,566
	8,713,054



Financials



Our Assets

As at 30 June 2021

■ Cash & cash equivalents	4,729,033
■ Term deposits	3,680,897
■ Trade & other receivables	162,251
■ Property, plant & equipment	272,892
■ Other assets	315,342

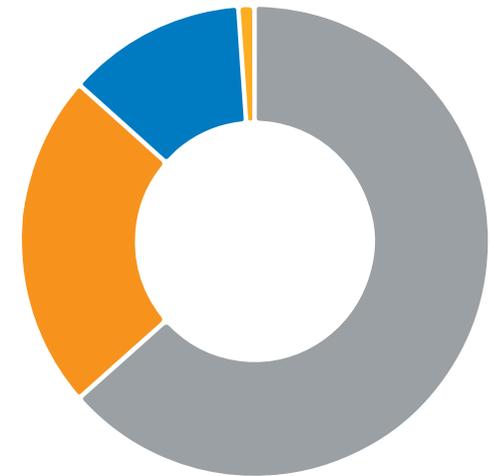
9,160,415

Our Liabilities

As at 30 June 2021

■ Trade & other payables	546,217
■ Short-term provisions	1,020,855
■ Grants in advance	2,807,538
■ Long-term provisions	49,442

4,424,051



Statement by the Members of the Board

Melville Cares Inc

Statement by the Members of the Board

The board has determined that the Charity is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 2 to the financial statements.

In the opinion of the board, the financial report as set out on pages 1 to 11:

1. Presents fairly the financial position of Melville Cares Inc as at 30 June 2021 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Melville Cares Inc 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:



Andrew Schox (Chairperson)



Gabriela Di Perna (Deputy Chairperson)

Dated: 05 / 10 / 2021

Independent Audit Report



Melville Cares Inc

Independent Audit Report to the members of Melville Cares Inc

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Melville Cares Inc, which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss, the statement of changes in equity 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 members of the board.

In our opinion the financial report of Melville Cares Inc has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Registered Entity's financial position as at 30 June 2021 and of its financial performance for the year ended; and
- (ii) 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 Registered Entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (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

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 Registered Entity's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of Responsible Entities for the Financial Report

The responsible persons of the Registered Entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The responsible entities' responsibility also includes such internal control as the responsible entities determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the responsible persons are responsible for assessing the Registered Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intend to liquidate the Registered Entity or to cease operations, or have no realistic alternative but to do so.

Independent Audit Report



Francis A Jones
Where people count.

Melville Cares Inc

Independent Audit Report to the members of Melville Cares Inc

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 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 the financial report.

As part of an audit in accordance with the 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 Registered Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.
- Conclude on the appropriateness of the responsible entities' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Registered Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Registered Entity 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 report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance 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.



Daniel Papaphotis
Registered Company Auditor
- 410503
Francis A Jones Pty Ltd
Fremantle WA 6160

Audited Financial Statements

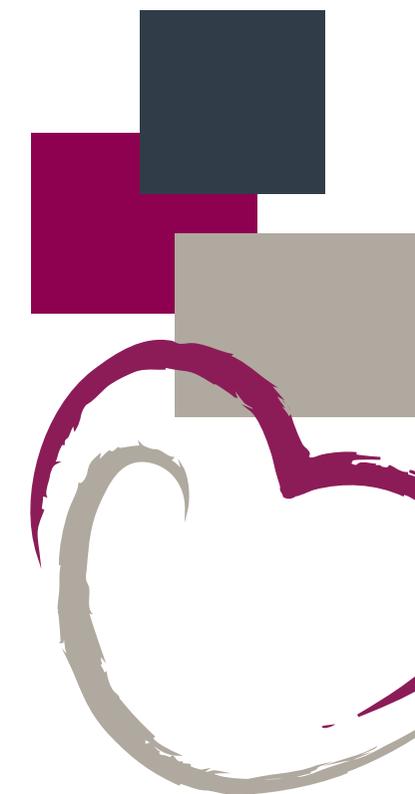
Statement of Financial Position As At 30 June 2021

	Note	2021 \$	2020 \$
ASSETS			
CURRENT ASSETS			
Cash and Cash Equivalents	3	4,729,033	3,703,658
Other Assets	4	315,342	366,309
Term Deposits		3,680,897	2,396,459
Trade and Other Receivables	5	162,251	239,073
TOTAL CURRENT ASSETS		8,887,523	6,705,498
NON CURRENT ASSETS			
Property, Plant and Equipment	6	272,892	298,852
TOTAL NON CURRENT ASSETS		272,892	298,852
TOTAL ASSETS		9,160,415	7,004,351
LIABILITIES			
CURRENT LIABILITIES			
Trade and Other Payables	7	546,217	364,925
Short Term Provisions	8	1,020,855	840,344
Grants in Advance	9	2,807,538	2,527,282
TOTAL CURRENT LIABILITIES		4,374,609	3,732,551
NON CURRENT LIABILITIES			
Long Term Provisions	8	49,442	31,934
TOTAL NON CURRENT LIABILITIES		49,442	31,934
TOTAL LIABILITIES		4,424,051	3,764,485
NET ASSETS		4,736,364	3,239,866
EQUITY			
Building Fund		612,317	612,317
Asset Replacement Fund		726,436	726,436
Business Continuity Reserve		750,000	0
Retained Earnings		1,151,112	922,931
Surplus this Year		1,496,498	978,182
TOTAL EQUITY		4,736,364	3,239,866

Audited Financial Statements

Statement of Profit or Loss For the Year Ended 30 June 2021

	Note	2021 \$	2020 \$
Income			
Client Fees		547,032	628,972
Community Grants		12,000	10,800
Donations and Fundraising		3,016	8,413
Government Funding		8,238,834	6,383,129
Government Stimulus Payments		1,387,762	834,206
Interest Received		2,105	8,791
Other Income		14,545	19,542
Profit on Disposal of Assets		46,384	32,443
Total Income		10,251,678	7,926,296
Expenditure			
Accommodation		(54,448)	(55,947)
Motor Vehicle Expenses		(337,406)	(358,699)
Other Service Costs		(825,475)	(557,510)
Purchase of Consumables		(49,566)	(39,403)
Purchase of Services		(1,180,258)	(740,726)
Staff Costs - Direct Services		(4,982,864)	(4,408,025)
Staff Costs - Indirect Services		(1,283,037)	(837,444)
Total Expenditure		(8,713,054)	(6,997,754)
Operating Surplus		1,538,625	928,542
Non Operating Income			
Capital Grants	10	0	16,690
Income from Reserve	10	0	43,500
Term Deposit Interest	10	13,635	45,962
		13,635	106,152
Non Operating Expenses			
	11	(55,762)	(56,512)
Total Surplus		1,496,498	978,182

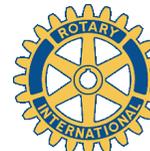
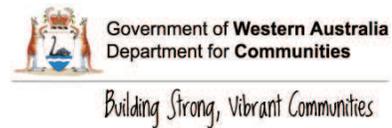




Melville Cares acknowledges the valuable support we receive through the generosity and efforts of staff, clients, volunteers, community groups and local and Federal Government. The City of Melville provides support to Melville Cares operations, including providing facilities to house our administration and group based activity services to the community. Fundraising activities conducted by the members of groups such as the Inner Wheel Club, Lions and Rotary, and volunteer programs, strongly support our efforts to enhance the quality of services we provide to members of the community we all live and participate in.

We thank all of our supporters for your valuable contributions

Proudly supported by



Applecross Rotary Club
Melville Rotary Club