



ANNUAL REPORT 2017/18

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We acknowledge the traditional peoples of the land on which our facilities stand. We recognise that they have occupied and cared for this country over countless generations and we celebrate their continuing contribution to the life in this region.

OUR Vision

To be recognised by individuals with care needs as the provider of choice for services in their community.

OUR Mission

Inspired by Catholic moral and social teachings which value and respect human life and the dignity of the individual, we will provide a quality of care and accommodation to meet the needs of all who place their trust in us as their provider of choice.

OUR Values

Integrity

We are truthful in all our dealings, uncompromising and predictably consistent in our commitment to honour our moral, ethical and spiritual values and principles.

Trust

We give an assurance that you will be able to rely on the honesty of each of us and have confidence that the services provided by us and the organisation will be delivered in a way that reflects individually agreed outcomes.

Mercy

We are sensitive and responsive to individual needs, seeking to make a positive difference through compassion, respect and upholding the worth and dignity of all people.

Stewardship

We recognise that resources have been entrusted to us and it is our duty to always ensure that these are used wisely and honestly to deliver excellence in outcomes.

Empowerment

We acknowledge and take responsibility for our actions and decisions, ensuring that effective decision making and personal initiative are undertaken at the local and personal level.

BOARD OF DIRECTORS



Don Neander
Chairman



Robert Baldi
Director



Francis Price
Director



Terry Bennett
Retiring Director



Michael Gregg
Secretary



Tony Plucknett
Director



Stephen Wockner
Director



Josephine Stevens
Treasurer



Caroline Hudson
Director



Damien Rossi
Director



CHAIRMAN'S REPORT

MESSAGE FROM THE *Chairman*

As Chairman of Southern Cross Care (Qld) it gives me great pleasure to present the Annual Report for 2017-18, a year that can only be described as a year of considerable change.

The Aged Care and Retirement Living industries experienced change from many external factors. Southern Cross Care as always responded to these factors on behalf of our residents and staff.

Internally, Southern Cross Care needed to remain agile and on the front foot. With a new CEO and a substantial revamp of the Senior Leadership Team, Southern Cross was well placed to respond to these challenges.

Despite all of this change, Southern Cross Care is positioned to respond to these changes as we will always remain totally committed to our most important vocation – the compassionate care of our residents and customers.

With the introduction of new members to the management team comes a fresh set of eyes across the whole Southern Cross business but some associated risk. I am pleased to report to members that the new management team has settled in well and it is very much business as usual.

Southern Cross is in a sound financial position and we have continued to manage the finances of the organisation in a prudent manner. Staff at all levels have worked hard within stringent financial controls, something that is clearly in the best interests of our stakeholders and residents.

Southern Cross is keeping pace with industry developments and has taken the step of moving to a corporate structure from the longstanding traditional association entity. I thank members for their support of this initiative that is design to ensure that Southern Cross moves and keeps pace with the commercial markets that we operate within.

We continue to execute and develop our Strategic Plan under the pillars of Personal Care, High Performance Capability, Plan & Develop Communities and Trusted Partner. With the previous change in our overall structure of the organization, this year has been dominated by execution of these plans, improvement of existing business systems and driving business efficiencies. We continue to build an energetic, flexible organisation able to confront the challenges that lay ahead.

The Board is pleased to report on the appointment of a new Chief of Mission & Identity Michael Hart to provide leadership and guidance to Southern Cross in this important area. Michael brings long experience in this area from working with the Brisbane and Toowoomba Archdioceses over recent years. This dedicated Mission role, reporting to the Chief Executive Officer, helps drive and enhance our Pastoral Services and to provide consistency across all of our facilities.

Members met our Chief Executive Officer Michael Bowers at the last Annual General Meeting. I would like to thank Michael for his leadership in this important role.

I am pleased to advise members that the long outstanding Enterprise Bargaining Agreement with our care staff has been approved by our staff and is awaiting approval by the Commission at the time of writing this report. Our management team has apologized to our staff for the delay in this agreement being finalized. It is the Board's strong desire that our staff are fairly rewarded for the outstanding care that they provide to our residents. The approval of the EBA will be an important step towards achieving this goal.

We have a large range of organisations and people who assist us in providing care to our residents. There are too many to mention in this report but I would like to formally thank you for your contribution.

I am proud to lead this organisation but of course none of this is possible without a team of dedicated Director and Committee members. The contribution that they make to Southern Cross is considerable and I am sure highly valued by all members. On behalf of all members, I would like to make special mention of Dr Terry Bennett who has been associated with Southern Cross since 1992. His service both as a Director and Committee member, particularly of the Care & Innovation Committee, has been incredible – a steady and supportive hand that has supported and guided our management team for many years. Terry on behalf of Southern Cross Care, we thank you for your contribution.

With the announcement of the Royal Commission into the Aged Care industry, more change and challenges are no doubt ahead of us. I believe that organisations such as Southern

Cross Care that are underpinned by a strong Mission, Vision and Values are best placed to thrive in the new retirement and aged care environment – whatever that may be!

We look forward to what is ahead as caring for our residents and supporting our staff is our continuing commitment.

Thank you for your interest in and support of Southern Cross Care.

Don Neander

Chairman





TREASURER'S REPORT

2017/2018 FINANCIALS IN *Review*

I am pleased to present this year's financial report, it being the final report for the incorporated association: Southern Cross Care (Qld) Inc. The result for the year ended 30 June 2018 is a surplus is \$1,280,313 (2017 \$1,445,453). The operating surplus before gain or loss on fair value of assets was \$3,977,517 (2017 \$412,882). A very significant increase.

During this past financial year we undertook a full and thorough review of all of SCC facilities. We used a registered valuer who undertook a measured review of our properties taking into account our current competition, falling house prices, discount ratios applied across industry and the impact of in-home Consumer Directed Care (CDC) has had across the aged care sector, whether it be Residential or Retirement Villages. Examples of competition are the opening of a Palm Lakes Resort on the doorstep of the Caloundra RV and the Churches of Christ bringing online a new residential facility of 128 beds at Warwick. Fresh competition for our facilities at Allora which is only 20mins away. The value of our Eden's Landing RV has fallen in line with the surrounding housing market and the age of the village itself.

The increase in the operating surplus for the year has been achieved through an increased focus on cash management, a competitive tendering process with suppliers to deliver savings, an increased awareness of the interdependence of all facets of the business, a reinvigorated and energised finance team, a dedicated Senior Leadership Team, and the continued drive of all staff to make a difference.

In last year's report I discussed the adoption of the new Australian Accounting Standards as well as the review of the way in which we recognised the capital growth in our retirement villages in calculating the Deferred Management Fee (3.5% over 9 years to 2.5% over 11 years). These changes coupled with those discussed above has meant that the foundations laid during the 2016/17 financial year have made a real difference in the way in which we operate our business.

A new Treasury Policy was implemented during the year which resulted in an increase in our cash holdings. Our prudential cash holdings increased as at 30 June 2018 to \$39,211,982 (2017 \$23,964,480). This increase reflects the changes in the Retirement Villages Act 1999 whereby operators are required to 'buy back' independent living units if unsold within 18 months, an increase in the value of Residential Accommodation Payments, a minimum of six weeks operating expenses, and the value of immediate capital works to be undertaken without the necessity of borrowing funds.

As at 2 July 2018, Southern Cross Care (Qld) Inc became Southern Cross Care (Qld) Ltd, a company limited by guarantee. This change has not impacted in any way on the financial health of the new entity. The change went smoothly and now means that the duplication of reporting to authorities has ceased.

Once again, I must note that at balance date the statement of financial position discloses prima facie a deficiency in working capital, being an excess of current liabilities over current assets. In the 2017 Financial

Reports I noted that SCCQ had aligned the treatment of Resident Liabilities to the Australian Accounting Standards, which was endorsed by our Auditors, BDO. This treatment requires the recognition of Resident Liabilities as current liabilities. In prior years the majority of Resident Liabilities were classified as Non-Current Liabilities, as were the corresponding Assets that underpin them classified as Non-Current. Operationally, there has been no change that would impact the going concern assumption of our operations.

It is intended to complete construction of stages 4 and 5 of Stretton Gardens Retirement Village, an additional 32 units during the 2018/19 financial year. Stage 2 of Parque Vista is budgeted to be completed in the 2019/20 financial year, adding a further 40 units to the Retirement Village at Holland Park.

I take this opportunity to thank our Chief Financial Officer for her drive and initiative in undertaking the building of a strong finance team, and in delivering best practice in all that is undertaken.

This is my last finance report as Treasurer for the Incorporated Association. I remain, however, your Director dedicated to Southern Cross Care (Qld) Ltd.

Josephine Stevens

Treasurer

"We will always remain totally committed to our most important vocation – the compassionate care of our residents and clients." DON NEANDER
SCCQ BOARD CHAIRMAN

CEO REPORT



MESSAGE FROM THE CEO

I am pleased to present my first annual report for Southern Cross Care.

From a financial perspective, the strong financial position of the business continues albeit with a modest profit from operations. The financial position shows that Southern Cross Care's mix of services, combining residential aged care, retirement living and community care, enjoyed strong support from residents and staff but that challenges exist in these times of rapid change.

The past year has been challenging. After the retirement of Peter Bell our landing standing CEO, my appointment was always going to result in a fresh set of eyes and approach to many important aspects of the business.

While everyone in the organisation had the opportunity to continue on the journey, some chose to move on. For those staff members, I thank you for your contribution to Southern Cross Care over your time with the business. In addition, several members of the senior leadership team moved on as new initiatives and projects developed.

With change comes opportunity and I am pleased to say that we grabbed many opportunities over the last year.

I am extremely pleased and proud of the performance of the senior executives who either continued with Southern Cross Care or who joined the business after my appointment. We have added important capacity and capability in many key areas such as Technology, People & Culture, Mission & Identity and Project Management of our various projects.

As a newcomer to the retirement and aged care industries, I expect that some members may have harboured some understandable concerns about my appointment as CEO of such an organisation. My approach to this has been engage with staff, residents, families and key suppliers to partners of Southern Cross Care. This has involved many visits to our facilities to inspect the improvements and to meet with our staff. These "Listen & Learn" sessions with staff have helped me in so many ways to gain an understanding of the industry and our business. I am grateful to our staff for the time and effort that they have kindly given to me in these sessions.

So, what did I learn in these sessions?

The Southern Cross Care community is unique and special – something to be treasured and nurtured.

Our residents and families have some many wonderful stories to tell about their lives and their journey to their new home in one of our retirement villages or aged care facilities. We have an incredibly important role in caring for them at this stage of their lives.

Our staff at our facilities are providing amazing care in difficult and challenging circumstances. They have my admiration and respect for the service that they give. May I take this opportunity to thank each and everyone of them for their service and contribution to the business and our residents.

Unfortunately, Southern Cross Care's obligation to our staff to provide an up to date Enterprise Bargaining Agreement has been outstanding for far too long. While agreement was

reached with staff shortly before June 2018 and the agreement is with the Commission for approval, the delay in finalising this important agreement has not been our finest hour. I have apologised to all staff for this delay and I do so again.

Despite all of this, our staff continued to provide outstanding care to our residents. Thank you!

At the same time, Southern Cross Care has reviewed and modernised our rosters at each of our sites.

Initially, this was viewed by many as merely an opportunity to reduce staff levels. The aim of the program was to get the right staffing levels and better roster practices throughout the business.

After early concerns from staff and residents, this program is delivering benefits for both residents and staff as we operate in a more effective and efficient manner.

Members should be aware that there are a range of other areas of the business that are or will be required to be reimplemented, reconfigured and/or modernized. This process is underway and is in full swing throughout the business in key areas such as information technology, people & culture, finance, integrated services and project management.

It is clear that operators in the retirement living and aged care industries must operate as efficiently as possible with fully automated and integrated systems in place as Government funding becomes more problematic in the future.

This will require continued and considerable investment to upgrade our systems to the required standard.

To the staff of Corporate Services and our Senior Manager's, past and present, I offer my thanks and appreciation for your dedicated commitment to our mission and values.

I must acknowledge many key partners who assist Southern Cross Care in so many ways including the

Archdiocese Development Fund, Members of our Association and the Knights of the Southern Cross. On a personal note, may I thank you all for making me feel so welcome.

I would also like to recognize and thank the Board for their support and guidance over the year. Your leadership, passion and commitment to our services is outstanding.

Finally, may I say that Southern Cross Care is an incredible organization

that provides wonderful care to our wonderful residents and clients. Thank you for choosing Southern Cross Care Queensland.

Michael Bowers
CEO

Highlights



Pending closure of EBA negotiations
We are thrilled that the latest Enterprise Bargaining Agreement was met with a successful outcome. We want our staff to know that we value their incredible contribution and we are committed to recognising this in an ongoing way.



Listen & Learn
Our staff are our greatest asset, so we undertook a 'Listen & Learn' tour of our facilities to find out what was working and what wasn't. All facilities were visited and the feedback from staff has been collated and fed into our planning processes. The donuts were a hit as well!



Customer Focused
We exist to provide exceptional care and service to our residents and clients. They are our reason for being and remain at the centre of all that we do. We have taken a more proactive approach in listening to our customers like never before!



ICT Improvements
The ICT Roadmap is setting our direction for the future in regards upgrading our communications systems and an innovative approach to technology. Clinical care systems, customer relationship management software and accounting systems are all being upgraded.



Roster Huddles
Effective rostering is a priority for us because it makes coming to work easier. Staff can plan their lives better and ultimately residents can expect better, more consistent care. Our Roster Huddles get everyone on the same page and ensures an effective and efficient approach is maintained.

NEW DIRECTORS

INTRODUCING

Tony Plucknett

Before retirement on the 1st January 2016, Tony was the Director of Procurement at the Queensland Department of Transport and Main Roads. Tony has over 40 years' experience in the areas of strategic procurement, purchasing planning, materials management and project management at various organisational levels within the Queensland Government. As Director of Procurement Tony was responsible for organisational procurement planning, capability and performance supporting the delivery of the Queensland Transport and Roads Infrastructure Program (\$6 billion per annum). Tony has post graduate qualifications in strategic procurement management and a Masters degree in Public Policy.

Tony joined the Knights of the Southern Cross on the 14th May 1999, served in a number of executive roles and is currently Branch Chairman of Branch 93 Pine Rivers. As a member of Southern Cross Care since 8th October 2010, Tony solidly supports the principle of valuing and respecting human life. Tony has been a member of the Southern Cross Care Governance and Risk Committee for the past two years and is currently assisting the taskforce reviewing the organisation's governance principles. Tony joined the Southern Cross Care Board of Directors at the 2017 Annual General Meeting and is keen to share his organisational experience and knowledge in support of the ongoing success of Southern Cross Care.

Tony is married to Catherine and they have three adult children. Tony and Catherine are active participants of the Holy Spirit Parish at Bray Park and hold several supporting roles in the parish. Tony is currently restoring a 1933 Chevrolet Master Sedan and enjoys restoring vintage and classic cars, when he can find the time.

Tony and Catherine Plucknett



NEW DIRECTORS

INTRODUCING

Damien Rossi

Damien reflects on his new role as a Director ...

It is an honour and a privilege to serve the Southern Cross Care Queensland community as a Non-Executive Board Director. I'm excited to work with the team and support their efforts to provide an outstanding quality of care and accommodation for all who place their trust in this wonderful organisation.

Originally from Dublin, my wife Vicki and I relocated our family to Brisbane in 2011 to live here, in Vicki's home town. Since arriving with our three children, Fionn, Hugo and Matilda, I very quickly came to see Queensland as home and enjoyed the embrace of a Queensland community that we found to be warm and inclusive. A place where 'mateship' and 'looking out for one another' are part of how we all live.

My career to date has been spent in Marketing and General Management for large corporate multinationals across Ireland, The UK, Asia and Australia. Over the course of my career I gained experience in leadership, operations and communications across large, complex and dynamic organisations. A common feature of each has been a belief in providing a consistent and exceptional level of customer service and experience. I now commit to using those skills, in whatever way is

required of me, for the benefit of all at SCCQ.

I was particularly drawn to Southern Cross Care Queensland by its vision to be recognised as the 'provider of choice' for Community Care, Retirement Living and Residential Care. This is an ambitious vision, one that demands the upmost standards of compassion, care and accommodation. I'm excited by the prospect to contributing to this vision and helping to ensure those standards are experienced always by all in our community.

Over the coming weeks and months, I'm looking forward to meeting and getting to know as many of you as I can within the SCCQ community.



I VOLUNTEERS

VOLUNTEERS

making a difference

Southern Cross Care is lucky enough to have a large team of dedicated volunteers who work across our facilities to improve the lives of residents through socialization and friendship. Many of our volunteers assist the Diversional Therapy team in providing the residents with activities. The range and scope of activities is designed to be enjoyable and keep everyone interested. Music, dance and crafts are all part of a program which volunteers assist with.

Volunteers talk about how personally rewarding the experience is for them. As an organisation we would like to take this opportunity to thank our volunteers right across Southern Cross Care Queensland for the selfless contributions made and being there for our residents and staff.

Your generosity and commitment truly makes a difference!

THANK YOU!

THE ESSENCE OF

who we are

The Volunteers at Southern Cross Care are invaluable to our organisation and most importantly to our residents. Each and everyday the lives of our residents are greatly added to by our army of volunteers.

Southern Cross Care Duhig Village is our largest site and there is no shortage of volunteers on hand. Diversional Therapist Dean-na Bourke says 'Here at Duhig Village we are blessed with a wide variety of volunteers who do wonderful things and ask for nothing in return.'

She adds 'We have our lovely ladies who do the library run twice a week

where they provide reading material, crosswords and conversation. We also have volunteers who run art classes, take our residents out for coffee and cake once a week and walks to the park. These activities are vital for our residents, friendships are formed, laughter is heard and that's priceless.'

Volunteer Patrice comes into the hairdressers weekly providing hand massages and manicures to all residents who are booked in for a pamper, it's no wonder residents at Southern Cross Care Duhig Village are lining up for a trim.



"The best way to find yourself is to lose yourself in the service of others."

MAHATMA GANDHI

I VOLUNTEERS

YOU'RE NEVER TOO OLD OR TOO YOUNG TO MAKE

new connections

Southern Cross Care Castra - Murgon brings generations together to build social relationships with their PALS Program and both are teaching and learning from each other. Often residents are isolated from Grandchildren due to distance and this programme provides the opportunity for social interaction between local school children and residents. Special and enduring relationships are formed between the generations through activities and fellowship which develops a bond and understanding between our residents and their pal.

The program was developed in 2009 in partnership with Murgon Primary School and it allows Junior and Senior Pals to be paired together for the school year. The program involves staff and volunteers from SCC Castra - Murgon and the school co-ordinators and students. The growth of the program has Juniors Pals (Students) visit their Senior Pals (Residents) once a month with activities including Kite Making, Gardening, building a friendship tree, celebrating events such as Melbourne Cup and Christmas with each visit finishing off with some sweet treats.

Residential Care Manager, Shelley Lee says "Many residents have the photos of them both together as well as the crafted objects and memorabilia that is created with the PAL on prominent display in their rooms. This time spent with each other is very special to the residents and the children alike."

As Gilbert Highet said "Wherever there are beginners and experts, old and young, there is some kind of learning going on, some kind of teaching. We are all pupils and we are all teachers."



RESIDENTIAL AGED CARE

A YEAR OF *change & growth*

Throughout the past year Residential Aged Care services have attracted significant attention as providers seek to respond to a rapidly changing industry context. In response to a number of enquiries and reviews there have been changes actioned at a National level including unannounced quality audits and the creation of the Aged Care Quality and Safety Commission. By the year 2050 the number of senior Australians requiring aged-care services is projected to reach 3.5 million. The changes occurring across this sector have been a catalyst for significant change and development at an operational level.

Throughout Southern Cross Care we have responded to the shifting landscape with a renewed enthusiasm and sense of urgency. Across our facilities there has been an upgrading of the built environment to respond to the care needs of our residents. A greater focus on staffing, and in particular rostering, has started to see a reduction in Agency use and the development of a broader casual staff pool. Some of this process has been particularly challenging but, as with most change, it has led to a renewed sense of purpose. At the centre of the care we provide are the needs of our residents and our commitment to them remains paramount.

Going forward, we recognise that the increased demand for staff within the industry poses challenges for recruitment and retention. We also understand that many of our Residential Aged Care staff are drawn into this career because of their personal commitment to care for others, particularly the most frail and vulnerable within our community. Our staff are our greatest asset and we acknowledge their dedication and commitment in ensuring we deliver the highest standard of service to those we care for.

THERAPY DOGS BRING *joy to staff and residents*

A couple of golden retriever Therapy Dogs, Sonnet & Beatrice, are bringing joy to residents at our Caloundra Aged Care facility.

SCCQ Program Manager, Margot Logan has been bringing Sonnet & Beatrice, to Caloundra over the past 5 months and they have built quite a network of favourites amongst the residents. Chief of Integrated Service Delivery, Vicki Eckart, says the benefits to the residents have been clear for all to see.

"For many of the residents the dogs make the connection to pets that they may have had in the past," Vicki said.

"There is something lovely about the way the dogs show their affection and they seem to sense when someone needs a little more attention."

Margot has had therapy dogs for the last 5 years and she recognises their distinctive personalities and styles.

"Beatrice is officially retired but she still loves coming out to meet the residents," she said. Beatrice is over 13 and a half years old and has worked at a number of facilities. Together with Sonnet they have shared their love with patients and residents at the retired Presentation Sisters facility at Windsor, the Ronald McDonald House and Princess Alexandra Hospital.

The Caloundra Aged Care staff also greet the therapy dogs with an enthusiastic embrace and a pat. Clearly this simple initiative is making a difference to all cross paths with these wonderful ambassadors. Sometimes all it takes is a simple pat and a wag of the tail to make someone's day.

RESIDENTIAL AGED CARE

QUEEN OF COUNTRY ROCK *performs at Castra*

Southern Cross Care Murgon - Castra was very privileged to receive a private performance by the Queen of Country Music, Gina Jeffreys, on Saturday 4th November. The multiple Golden Guitar Award – Female Vocalist of the Year winner has toured with the legendary Johnny Cash, Kris Kristofferson and Keith Urban – and performed with Kenny Rogers. She took time out of her busy schedule to reconnect with her country town heritage.

Gina was very gracious with her time, and her fresh and earthy voice was thoroughly enjoyed by residents, staff and visitors. After her performance Gina presented the facility with a few of her CD's and then spent time meeting and greeting all present, endearing herself as a true country music star. Gina's biggest fan, Bevin Frahm, has every Gina Jeffreys CD.

Everyone was very appreciative of the time Gina spent at Southern Cross Care Murgon and it was an event that left a great impression on all who attended.

Gina with Andrew Muller, George Kratzmann and Grace Thornton >

Gina with Bill Roberts, Janie Baker and Elma Goodwin
▼



CENTENARIANS

GEORGINA “JEAN” KENNEDY (aka “Zippy”)



Jean was born 11 July 1917 in Melbourne then grew up in Miles and Toowoomba. While at school she was very good at playing Hockey and enjoyed participating in Athletics.

Then it happened Jean met a man called Jack and moved to Paddington, Brisbane. Jack caught her eye and her heart, the two were married and had 2 sons Russell and Glen, who Jean is incredibly proud of and 3 wonderful grandchildren. During her life Jean was employed as a clerical worker as well as raising her children and running the household. Jean moved into Duhig Village in September 2015,

she continues to be very active to this day, (DT staff have given her the name Zippy as she continues to Zip up and down the corridors for exercise) she attends regular appointments and outings. Jean continues to attend the Anzac Day services in the city riding front and centre in the jeep and quite often appearing on television being interviewed for the news , she attends almost all activities and Theme Days being involved as much as possible and is a sort after resident by young students in the Intergenerational School Programs. Congratulations Jean on your Milestone Birthday.

ELAINE Hooke

Elaine was born in Sydney on the 21 February 1918. She is the youngest of 9 children. She lived most of her life in Sydney and Melbourne. She used to be an excellent dressmaker, a skill she learnt while working in a clothing factory.

Elaine is very proud of not only learning Yoga but also being able to teach others. She was always interested in keeping fit and healthy. Elaine used to be an accomplished artist, she is proud of her painting skills. Over the years she has been happy to give her paintings away to people who admired them. Even though her eyesight is deteriorating

she takes great pleasure in recognising her paintings on the walls in her room and hallway. She used to play the piano and sing at church services. Elaine has a wicked sense of humour and is very entertaining with the care staff when her ADL's “(Activities of Daily Life)” are done. She is witty and comes up with little sayings that rhyme with what the staff are saying to her. Elaine celebrated her 100th birthday party privately at SCC surrounded by her loved ones.



CENTENARIANS

JESSIE Dogger

Jessie was born in Northern Qld on 14 June 1918 and has been living at SCC Caloundra since 11 August 2011.

Jessie worked as a Nanny after doing her training in Melbourne. She says her happiest and proudest moments were getting married and raising her two children. She enjoys participating in activities, she particularly enjoys concerts, garden walks, friendship teas, themed days and socialising with her peers. She can still mobilise on her own with the use of a wheelie walker. Jessie used to sing as a Soprano Mezzo in theatres when she was younger. When she was asked how does it feel to be 100 years old she nonchalantly answered “You just get on with it”. Having a healthy lifestyle and looking after her health is important to her and has stood her in good stead.



| SERVING OUR MISSION

BISHOP KEN HOWELL OPENS AND BLESSES NEW CHAPEL AT SOUTHERN CROSS CARE

Edens Landing

On Wednesday, 4 July 2018, residents at Southern Cross Care's Edens Landing gathered with staff and invited guests to celebrate the opening and blessing of a new Chapel for the site.

Southern Cross Care Chief Executive Officer, Michael Bowers, said both staff and residents were delighted by addition of this important sacred space. He said, "We are proud to be able to provide a special place of prayer and worship for the residents of this community".

The blessing and opening of the Chapel by Bishop Ken Howell, Auxiliary Bishop of Brisbane, was the culmination of a consultation and planning process that began over 6 months ago. Residents from the retirement village and aged care facility, staff members and the Southern Cross Care Board contributed to the design of the Chapel space.

Bishop Howell commended the Board and Management of Southern Cross Care for placing the Chapel within

the residential facility. In his homily he noted, "The blessing of this chapel is significant. At the heart of this complex is to be this place of prayer and worship. The services here, as always are an encounter with the living God."



| FROM THE STAFF

WHAT DOES A GOOD day look like?

As a Retirement Village Manager, you really do become a part of the village community. Improving the lifestyle and well-being of your residents becomes an extension and another part of your own lifestyle. I engage with residents and contractors just like I would with my own family. My village is good place to be.



Gary
Retirement Living Manager
Edens Landing

I do love working in this industry in fact, it is my passion. You get so much enjoyment working in aged care and it allows me to share my knowledge and deliver a very high quality of care to the Residents. Every day is a good day for me. Especially when you receive the smallest appreciation from a Resident, it makes my day as I know I have changed someone's life.



Helen
Raceview St Marys

I have total respect for our Residents and take seriously the duty of care I have in looking after these lovely people. This is their home and the Residents place their trust in me. This responsibility makes my working day very satisfying and when Residents respond with a smile, I realise it is the small things that make my work day good!



Heather
Diversional Therapy Team
Murgon Residential Care

I love being able to assist these special people who have a lifetime of experience. Just listening to their stories of their childhood and lives and chatting about the changes they have seen is always very enjoyable.



Brenda
Personal Carer, Murgon
Residential Care

I have held many roles before this one however it's not until I began working with our Residents here that I realised the value of Human life. It's an amazing privilege to be able to connect with so many vulnerable elderly people. It's a great feeling to know I'm being a part of their journey and really is hard to put on paper how much it means.



Nazi
Administrator, Raceview St Marys

I love working in Aged Care and taking care of our Residents. Many of them are far from their family and so we become part of their family. This way they do not feel they are in a facility more just a home away from home.



Rajwinder
Personal Carer
Edens Landing Residential Care

ARCHBISHOP BLESSES & OPENS *Parque Vista*

On Wednesday, 6 September 2017, Most Reverend Mark Coleridge, Archbishop of Brisbane blessed and opened Southern Cross Care's newest complex of retirement apartments, ParqueVista on Seville. An audience of invited guests, Board and Management of Southern Cross Care and the new residents of ParqueVista on Seville joined in the wonderful community celebration as the new facilities were opened.

The new apartments are some of the most exciting that Southern Cross Care have been involved

with: contemporary, high-tech, environmentally-efficient with a touch of Spanish flair inspired by the Seville Road address.

Located right next door to Parque Vista is the wonderful Duhig Village one of the finest in residential aged care and facilities in Brisbane. Parque Vista residents have access to the extensive array of residential and pastoral care services available at Duhig Village – which are all part of the Southern Cross Care community at Holland Park.



STAGE 2 DEVELOPMENT UNDERWAY

Work on the next stage of the Parque Vista project began in early August 2018. An additional 40 apartments over five residential levels will be available for people seeking a modern retirement lifestyle where support is available if they need it.

This 15 month project is being undertaken by FKG Construction and is due for completion October 2019. This is the next phase in a proposed four phase development over the coming years.

Interest in these magnificent apartments will be high and people should contact Retirement Living Manager, David Sim, on (07) 3422 3862 for more information.



HOME IS WHERE YOUR *heart is*

It was 'love at first sight' when Jack and Lyn met at a Greek dance in Brisbane 56 years ago.

Today the couple are as devoted to each other now as they were smitten then and together they form part of our newest retirement community ParqueVista on Seville at Holland Park.

The retirement community has been built alongside Duhig Village a modern aged care complex with the finest in care and facilities, and was part of the reason for Lyn and Jack's move.

Jack and Lyn are not boastful people and their story is a humble one.

A hard working man and a devoted wife and mother – they raised their family in their home on Kempsey Road Mount Gravatt, among vegetable and flower gardens.

It was home for 50 years and Lyn says a 'wonderful place for kids to grow up.'

Jack moved to Australia from Greece when he was 18. After a 28 day boat trip via the Suez Canal and Perth, Jack landed in Brisbane which quickly became home and where he met Lyn who he married in 1962.

Jack proudly worked at the General Motors Holden Factory in downtown Brisbane from 1954 until 1984, working weekends and nights, until the factory closed its doors. He then went to work as a storeman for QBuild for 20 years before retiring in 2004.

"I worked hard all my life supporting my wife and children and my own family when we moved to Australia, I helped my brother and sister as they grew up," Jack said.

"It was worth it because it gave my two children a good education. I am very proud of them, and my family, and where they are now."

Lyn grew up in the inner northern suburb of Windsor and attended the local Catholic school - she too is very proud of her family and what they have achieved together.

"I have two grandchildren - 14-year-old Jordie and 12 year old Jack, they are such wonderful boys," Lyn said.

Jack and Lyn remember clearly moving into ParqueVista because it was a significant move for them, the second biggest move they would make in their married life.

"Leaving behind the family home and resettling into an apartment was daunting at first," Lyn said.

"Our daughter had been exploring options for us because the family home was just getting too much for us to upkeep, and we were thinking of our care in the longer term too.

"We weren't thinking of going to a unit but when we came here, we loved it immediately," Lyn said.

Jack laughs and says this is his last home before he ascends 'upstairs'.

"They won't want noisy Greeks in the quiet of Heaven, so I think I'm here for a while yet," Jack said.

"We've got everything we want here," Lyn said.

Jack is 81 and Lyn is 79 years young! They form a wonderful part of the retirement community at ParqueVista.



Jack and Lyn – residents at our newest retirement village Parque Vista

AGEING IN PLACE

The role of home care

Southern Cross Care provides in home support to 900 customers across 5 service locations within South East Queensland. Southern Cross Care Direct are integrated with our Residential Communities offering in home support to over 100 residents across 4 of our service locations.

We are an approved service provider for the following Community Services Programmes:

- Home Care Packages Program
- Commonwealth Home Support Programme
- Queensland Community Care Programme

- Continuity of Support Programme
- NDIS

And SCC also offers a Fee for Service Programme.

Southern Cross Care prides itself on delivering specialised certified case managers who offer understanding, guidance and support to deliver an individualised care plan to achieve your goals.

Services can include:

- Nursing including Complex Assessment, Wound and Chronic Disease Management

- Allied Health Assistance which includes Massage, Exercise Physiology and Exercise Programme Support
- Personal Services which includes Medication Prompt, Bowel Care, Ostomy Care, Peg Feed, Continence Support
- In Home Respite
- Social Support
- Transport
- Household Cleaning



HOME CARE MAKES ALL THE

difference for Joyce

Joyce was the second Home Care Package Recipient to access our service in 2017. Joyce is 90 years old and is a retired Nurse. Joyce lived in Papua New Guinea for many years as her husband who was a pilot.

Despite having a level of Dementia she lives alone in one of our Independent Living Units at Caloundra Rise. Joyce was one of the first residents to move into the Caloundra Rise Retirement Village 15 years ago.

Joyce has an extremely supportive family including 3 daughters, all of whom are Registered Nurses. She also has two sons. One daughter stays every Wednesday night and her Son Bob visits every Friday.

Despite having approval for a Level 2 Home care Package Joyce and her family met with our Home Care Service a number of times before taking up the Home Care Package. The reality was a trusting relationship had to be formed before Joyce was willing to let our staff into her home.

Services started with Medication Prompting each morning (Monday to Friday). Joyce slowly started to engage with the Staff who attended to her each day. Joyce is now comfortable having our service assist her to go shopping or attend appointments when her family are unavailable.

Joyce also receives Wound Care twice a week. There is a significant

collaborative relationship between staff, Joyce and her family who all participate in meeting her needs.

Every Friday afternoon Joyce enjoys a beer and a bowl of fresh prawns. Despite having profound hearing loss Joyce has a Blue Tooth Bose Head Set for watching TV – she delights in watching cricket.

Joyce also accesses some gardening and has the best orchids in the Village.

Joyce and her family report that Joyce feels supported and that all staff are very attentive. Joyce made special mention of Pranee the Support Worker who takes her shopping. In Joyce's words "I am a very lucky old girl"

“
I am a very
lucky old girl
”

Pictured Left to Right] Jane Nettleton (Client Facilitator), Joyce Savage (Customer), Rita Morley (Daughter)



STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

for the year ended 30 June 2018

	2018 \$	2017 \$
Revenue	78,445,186	75,757,748
Expenses		
Employee benefits expense	(47,608,434)	(48,088,098)
Direct costs for providing services	(17,440,808)	(17,935,836)
Impairment of buildings	(106,194)	-
Depreciation and amortisation expense	(6,878,008)	(6,066,320)
Administration costs	(1,144,715)	(1,305,240)
Interest expense	(1,289,510)	(1,949,372)
(Deficit)/Surplus for the year before fair value adjustment	3,977,517	412,882
Increase/(Decrease) in fair value of investment properties/retirement village licences/leases	(2,697,204)	1,032,571
(Deficit)/Surplus for the year	1,280,313	1,445,453
Other comprehensive income for the year		
Items that will not be reclassified to profit or loss		
Asset revaluation reserve - land valuation	-	7,226,000
Other comprehensive income	-	7,226,000
Total comprehensive income for the year attributable to the Entity	1,280,313	8,671,453

STATEMENT OF FINANCIAL POSITION

as at 30 June 2018

	2018 \$	2017 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	39,211,982	23,964,480
Accounts receivable and other debtors	315,425	642,525
Other current assets	155,994	406,356
TOTAL CURRENT ASSETS	39,683,401	25,013,361
NON-CURRENT ASSETS		
Investment properties	197,117,743	163,065,117
Property, plant and equipment	123,563,874	155,099,444
Intangible Assets	950,529	1,408,386
TOTAL NON-CURRENT ASSETS	321,632,146	319,572,947
TOTAL ASSETS	361,315,547	344,586,308
CURRENT LIABILITIES		
Accounts payable and other payables	238,541,808	208,374,976
Borrowings	1,242,369	9,344,438
Provisions	1,078,104	896,469
TOTAL CURRENT LIABILITIES	240,862,281	218,615,883
NON-CURRENT LIABILITIES		
Borrowings	26,822,900	33,652,292
Provisions	769,305	737,385
TOTAL NON CURRENT LIABILITIES	27,592,205	34,389,677
TOTAL LIABILITIES	268,454,486	253,005,560
NET ASSETS	92,861,061	91,580,748
EQUITY		
Asset revaluation reserve	17,201,506	17,201,506
Business combination reserve	9,287,216	9,287,216
Accumulated surpluses	66,372,339	65,092,026
TOTAL EQUITY	92,861,061	91,580,748

STATEMENT OF CHANGES IN EQUITY

for the year ended 30 June 2018

	Accumulated Surpluses	Asset Revaluation Reserve	Business Combination Reserve	Total
	\$	\$	\$	\$
BALANCE 1 JULY 2016	63,646,573	9,975,506	9,287,216	82,909,295
Surplus for the year	1,445,453	-	-	1,445,453
Other comprehensive income for the year	-	7,226,000	-	7,226,000
Total comprehensive income for the year	65,092,026	17,201,506	9,287,216	91,580,748
Transactions with owners in their capacity as owners	-	-	-	-
Balance at 30 June 2017	65,092,026	17,201,506	9,287,216	91,580,748
Surplus for the year	1,280,313	-	-	1,280,313
Other comprehensive income for the year - Revaluation of Land	-	-	-	-
Total comprehensive income for the year	1,280,313	-	-	1,280,313
Transactions with owners in their capacity as owners	-	-	-	-
Balance at 30 June 2018	66,372,339	17,201,506	9,287,216	92,861,061

STATEMENT OF CASH FLOWS

for the year ended 30 June 2018

	2018 \$	2017 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from activities	74,403,937	80,349,804
Payments to suppliers and employees	(68,019,457)	(71,088,257)
Interest received	732,314	594,534
Interest paid	(1,289,510)	(1,949,372)
Net cash inflow from operating activities	5,827,284	7,906,709
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of property, plant and equipment and Intangibles	(4,468,495)	(20,743,077)
Purchase of investment properties	(1,450,643)	(513,076)
Net cash outflow from investing activities	(5,919,138)	(21,256,153)
CASH FLOWS FROM FINANCING ACTIVITIES		
Proceeds from refundable accommodation deposits	25,719,082	26,910,427
Repayment of bonds/refundable accommodation deposits	(20,657,524)	(15,051,934)
Proceeds from retirement village licences/leases	29,568,441	10,645,100
Repayment of retirement village licences/leases	(4,359,182)	(6,947,319)
Proceeds from borrowings	-	2,552,648
Repayment of borrowings	(14,931,461)	(12,849,881)
Net cash inflow from financing activities	15,339,356	5,259,041
Net increase/ (decrease) in cash and cash equivalents	15,247,502	(8,090,403)
Cash and cash equivalents at the end of the financial year	39,211,982	23,964,480



**THE COMMUNITY OF
SOUTHERN CROSS CARE QUEENSLAND**
represents our past, our present and our future.

Southern Cross Care Queensland views every person involved or who may be involved in any aspect of the daily life of the organisation as a member of our community. These people include:

- | | | |
|--|--|---|
| 1 Our Residents and Clients | 5 Our Donors and Supporters | 9 Our Members |
| 2 The Families of our Residents and Clients | 6 Other Community Organisations | 10 The Knights of the Southern Cross |
| 3 Our Staff | 7 Local, State and Commonwealth Governments | 11 Archdiocesan Development Fund |
| 4 Our Volunteers | 8 Our Board | 12 Local Parishes |



SERVICE LISTING

Residential

**Southern Cross Care
The Homestead Allora**
62-64 Forde Street Allora Q 4362
Phone 4666 3588 Fax 4666 3788

**Southern Cross Care
Allora Nursing Home**
29 Darling Street Allora Q 4362
Phone 4666 3171 Fax 4666 3769

Southern Cross Care Caloundra
57 Village Way Little Mountain Q 4551
Phone 5492 6866 Fax 5492 6851

Southern Cross Care Illoura Village
24-30 Zeller Street Chinchilla Q 4413
Phone 4662 7182 Fax 4662 7698

Southern Cross Care Connolly Court
20-24 Loane Drive
Edens Landing Q 4207
Phone 3805 1844 Fax 3805 1633

Southern Cross Care Duhig Village
85 Seville Road Holland Park Q 4121
Phone 3422 3888 Fax 3422 3890

Southern Cross Care Castra
2 Cooper Street Murgon Q 4605
Phone 4169 8700 Fax 4169 8799

Southern Cross Care Karinya
25 Church Street Nanango Q 4615
Phone 4163 2430 Fax 4163 1972

Southern Cross Care St Mary's
129 Wildey Street Raceview Q 4305
Phone 3288 9955 Fax 3288 9924

**Southern Cross Care
Stretton Gardens**
209 Illaweenaa Street Drewvale Q 4116
Phone 3373 9000 Fax 3373 9095

Southern Cross Care Leichhardt Villa
1Mccarley Street Taroom Q 4420
Phone 4628 6166 Fax 4628 6122

Retirement

Caloundra Rise
57 Village Way Little Mountain Q 4551
Freecall 1800 898 800 Fax 5437 0822

Southern Cross Retirement Village
20 Loane Drive Edens
Landing Q 4207
Phone 3805 5300 Fax 3805 5302

Noosa Waters
39 Lake Weyba Drive
Noosaville Q 4566
Phone 5474 4480 Fax 5474 0953

ParqueVista on Seville
85 Seville Road
Holland Park Q 4121
Phone 3422 3862

Stretton Gardens
209 Illaweenaa Street Drewvale Q 4116
Phone 3272 6011 Fax 3272 6211

*Community
Services*

Phone 1300 306 442
Office locations:
**BRISBANE
GOLD COAST
IPSWICH**

Corporate Office

2078 Logan Road Upper
Mt Gravatt Q 4122
Phone 3340 3200 Fax 3340 3299



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Mt Gravatt Q 4122
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