

Greek Orthodox
Archdiocese of Australia



Annual Report

2016 -2017

St Basil's Aged Care Services (WA) | ABN 84917808119

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Chairman's Report

St Basil's Aged Care Services has been meeting the needs of Perth's aged people since 1997. Since this time St Basil's has grown from being a very small organisation delivering services to a handful of clients to the increasingly complex service it is today.

Whilst our services initially focused on members of the Greek community we now meet the needs of people from many cultures.

This year has been one of multiple improvements to our governance and management systems & processes. We have implemented new technology to increase efficiency and improve productivity, thus enabling our staff to spend more time with clients and families.

Changes to the model of Home Care Packages have resulted in the upgrade of our website and creation of a Facebook page to promote our services, as well as advertising via multicultural radio programs.

In January 2017 we were blessed with a visit from Bishop Nikandros who hosted a special service to bless the site of our proposed new administration offices and dementia specific day centres on the St Nektarios site in Dianella.

This year we were successful in tendering for funding to deliver in-home and centre based day respite under the Commonwealth Home Support Program. This program will complement our Home Care Package service and we look forward to assisting many new clients to remain living independently at home.

Whilst implementing many new contemporary management systems St Basil's has maintained its commitment to providing clients with a warm and inclusive service in line with our Mission & Values. ***Fr Emmanuel Stamatiou, Board Chairman***

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St Basil's services are delivered with warmth, compassion & skill; and with a genuine respect for the older person as they are in life...

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Fr Emmanuel Stamatiou
Board Chairman

Our History

St Basil of Caesarea

St Basil's Aged Care Service is a not for profit organisation that has been providing Home Care Packages since 1997.

St Basil was the Archbishop of Caesarea, the ancient Roman capital city of Palestine (400 AD).

St Basil preached and practiced charity, establishing and supporting various philanthropic and welfare organisations that comforted and cared for the sick, needy and the elderly.

History also records his stance on issues of social justice, poverty and prejudice.

The teaching of St Basil is reflected in the work of St Basil's Aged Care Services, thus continuing a tradition of 1600yrs.



Icon of St Basil

Our Mission & Values

Mission

- To model the work of our patron saint, St Basil, by treating others as ourselves; and
- To actively contribute to making the world a better place for all people by focusing our services on the core qualities of:
 - Relationship
 - Family
 - Culture
 - Community
 - Spirituality

Values

Our values are incorporated into all aspects of our services from the types of people we recruit into our team to the expectations we have of our staff and the way we treat our clients and each other.

Respect

- Based on the principle that we are all created in God's likeness
- The value of Respect requires us to treat others with:
 - Courtesy
 - Dignity
 - Fairness

Empathy

- Based on the Commandment to treat others as ourselves
- The value of Empathy requires us to:
 - Place ourselves in the shoes of the other person
 - Offer our clients and families hope in the face of the challenges of ageing
 - Create a culture of warmth and welcome in the way we relate to our clients and other stakeholders

Integrity

- Based on the virtue of honesty and committing to doing what is right
- The value of Integrity requires us to:
 - Follow the right way, including meeting quality standards
 - Provide our clients with the best possible service
 - Acknowledge our responsibility to learn, improve & grow

Acceptance

- Based on the principle that we are all equal in God's sight
- The value of Acceptance requires us to:
 - Welcome others into our service as we would like to be welcome
 - Treat others with positive regard
 - Be inclusive of all people regardless of social, physical, spiritual or political diversity & difference

How we fulfil our Mission

Our Mission shapes our services & actions as well as the broader decisions we make as to how we use our resources. We incorporate our values into all our services, policies and staff training.

Although the majority of our work is funded from Government sources we also provide a range of supports to other services and activities as a means of extending the reach of our Mission. The long term viability of these activities would be compromised without the financial support of St Basil's.

This year St Basil's provided financial support to the following groups and activities as part of our commitment to our Mission:

Plateia Program (Social & cultural program)

St Basil's subsidises this program to enable opportunities for older Greek people to meet in a social setting to maintain cultural interests, share a meal, and make new friends. Several times a year the program includes a bus trip to the Holy Monastery of St John of the Mountain.

The Holy Monastery of St John of the Mountain

The Holy Fathers of the Monastery fulfil an important role in the spiritual life of the Greek Orthodox community. St Basil's supports the work of the Fathers through funding their vehicles and therefore their ability to provide an outreach service into the community.

St Tabitha Philoptohos (Friends of the poor)

St Basil's contributes to the production of the annual St Tabitha calendar which provides key fundraising for the charity – money raised through the sale of the calendar is used to support those who are experiencing financial or social hardship.

Welfare and emergency relief programs

St Basil's provides administrative support to the Greek Welfare Association and St Timothy's Foundation which in turn offer emergency relief to people who are homeless, at risk of homeless or experiencing other hardships requiring emergency support.

Chief Executive's Report

Overview of the year

St Basil's embarked on a major change management over the past 12 months. This was influenced by the Board's commitment to promoting and extending St Basil's unique approach to community based aged care. Changes arising from the Federal Government's national aged care reforms also contributed to the context in which these changes were made.

To this end the organisation implemented the following major improvements:

- New financial management software and systems
- Electronic client management, rostering and reporting software systems
- Upgrade of computer hardware and server
- Complete review and re-write of all policies and procedures
- Updated website, including on-line portal for staff access to resources & policies
- Creation of Facebook page to promote respite services
- Development of in-house support worker training program using contemporary evidence based training materials
- Creation of professional Case Management position to support people with complex needs

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St Basil's has been providing home care services to the people of Perth since 1997, making this our 20th year of service.

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Specialist support for people from Cultural & Linguistic Diverse Backgrounds

Although St Basil's was initially established to support people from Greek ethnic backgrounds this has since extended to provide services to meet the needs of older people from all cultural backgrounds.

We welcome all people, and whilst we have special expertise in meeting the needs of people from diverse cultures our services are equally sought by mainstream Australian families, drawn to our values and focus on family & relationship.

Our Services

St Basil's provides a range of services to support the Perth community – our services are funded by both the Commonwealth Government and through St Basil's own equity.

Our major service is the delivery of Home Care Packages. We provide services under the Consumer Directed Care model and support our clients to continue to live independently in their community

We offer a high degree of service flexibility which assists clients in maintaining their usual lifestyle patterns of activity thus supporting a more meaningful life.

The Community Visitor's Scheme provides opportunities for member of the public to volunteer as visitors providing friendship and social engagement with isolated older people. This adds value to the lives of both the volunteers and the clients.

In line with the Board's strategic direction we successfully won tenders to provide two new service streams offering respite to family carers:

- Commonwealth Home Support Program: In Home Respite
- Commonwealth Home Support Program: Centre Based Day Respite

These programs will assist St Basil's to further fulfil its Mission by providing family carers with much needed support and help to reduce the likelihood of clients being admitted into residential care.

Our People

In June St Basil's received its three year Quality Audit and was assessed as compliant with all 18 expected outcomes of the Home Care Common Standards.

St Basil's staff have worked very hard in implementing the many changes of the past year whilst continuing to deliver a very high standard of care.

Our staff were rated highly in our Annual Client Feedback Survey for their care and compassion – signifying their commitment to working within St Basil's Mission.

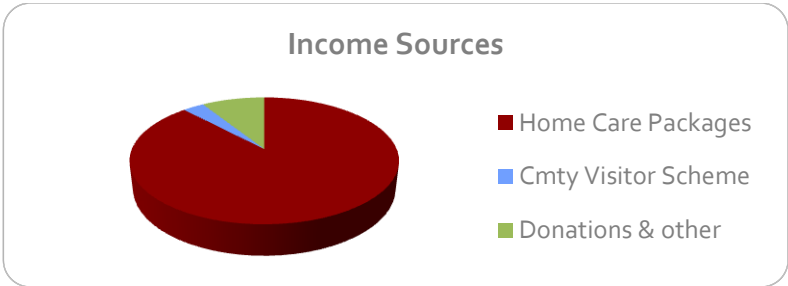
The Board and Management extend their sincere appreciation to all staff in their commitment and care of all St Basil's clients and families. **Dr. Anthea McGuigan, CEO**



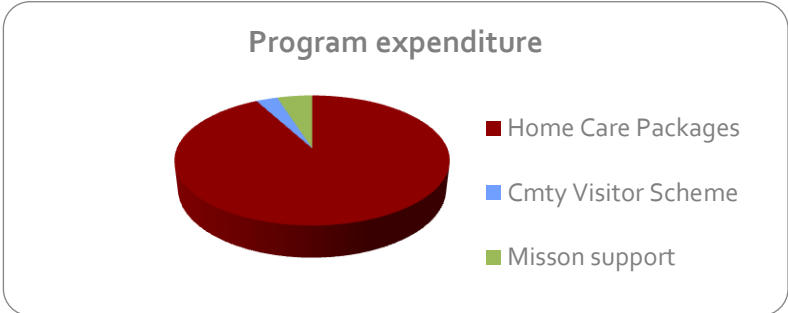
*Dr. Anthea McGuigan
Chief Executive Officer*

Financial Report 2016/17

Income Sources (2017)



Program Expenditure (2017)



Detailed financial information is available at:

[The Australian Charities and Not-for-Profit Commission](#)