



Kalyna Care

Personal and Compassionate Care

2018 Annual Report



35th Annual Report Contents

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Chair's Report

In a challenging landscape, Kalyna Care continues to develop and provide quality, sustainable services, policies and programs. We remain proud of our Ukrainian heritage, as we also extend our warmest welcome to residents from many other cultures and backgrounds.

Kalyna saw a significant change this year with the departure of our former CEO, Darren Leech. I would like to take this opportunity to thank Darren for his service to Kalyna Care, and wish him well for the future. Our new CEO, Pearl Forrester, arrived in May and comes with new eyes and a fresh perspective. She has been charged with improving efficiency and preparing for our expansion, as well as coordinating the rejuvenation of some older buildings.

An important trend in our industry is the use of innovative digital technology to explore new business models and service solutions. At the heart of this trend are changing concepts of ageing, and technological innovations are helping our industry to focus on the people in our care.

At Kalyna, we too are exploring how new technology might be used. To be more efficient, we need to help staff do their work as best we can. And to provide the best care, we need to use new technology as best we can. Importantly, this approach does not take away the human element in all that we do. We also recognise that staff levels and skills should be driven by the needs of residents and we are making improvements to achieve better staff/skill efficiencies.

Steady progress is being made with preparations for our upcoming major building project. This expansion will see Kalyna's capacity increase by 40 beds. To ready ourselves for this change and ensure a smooth transition, the Board is looking at modifying our organisational structure. The building project runs alongside our usual high quality care for residents and we remain focused on doing both well.

In particular, much thought is being given to the design of the new building to cater for residents with dementia. Many of our elderly residents have dementia. Indeed, more than half the residents in aged care have dementia, and the challenge of managing this and other chronic illnesses continues to motivate us.

The residential aged care sector does face rising operating costs and static government revenue. Many industry groups continue to lobby for a sustainable funding strategy that will ensure adequate care and services for older Australians. However, the federal government seems to remain insensitive to the true cost of aged care. Independent analysis shows that 45% of residential aged care facilities are experiencing financial losses. This is up from 41% in the December quarter, and up from 31% in 2015–16.

New accreditation audits are underway in the industry and will now be unannounced. This new system arose from the Carnell Paterson Review. The recommendation is to establish an independent Aged Care Quality and Safety Commission to manage accreditation, compliance and complaints.

With major plans underway and within a demanding sector, I am pleased to report a surplus of \$1.463M for the financial year ending 30 June 2018, which includes a property revaluation of \$1M. We have maintained high occupancy levels and achieved a good surplus. As with many organisations, energy costs are a concern and we are looking at an exciting solar solution using our substantial roof area to offset this.

I thank my colleagues on the Board and in our committees for their steadfast efforts to provide governance and direction through ongoing change in the aged care and allied health sectors. I also thank our senior executive team for their work throughout the year.

Halja Bryndzia

Director & Chair



I have reached an age when,
if someone tells me to wear
socks, I don't have to.

Albert Einstein

Chief Executive Officer's Report

I have reached an age when, if someone tells me to wear socks, I don't have to.

Albert Einstein

This is how our residents at Kalyna Care feel when living in our community.

Free, respected and loved.

In the few short months that I have been here, I have felt the vibrancy prevailing in the place and the close relationships between staff and residents. This is not to sugar-coat areas requiring improvement; there will always be opportunities to be better. But I feel that we have a strong foundation to build on due to the dedication and loyalty of many long-standing staff to provide the best care for your loved ones.

This year we established the popular Kalyna Choir, which is now in high demand for guest appearances. We also had residents conducting Ukrainian or Croatian language classes for other residents and staff, which further strengthened our relationships. Through our international volunteers, a major model railway project captured imaginations, with most of our men taking interest, not to mention that it coincided with Happy Hour!

We are also about to embark on two major capital projects – the 40-bed extension and the significant refurbishment of Konvalyia and part of Maja Hrudka – and I greatly appreciate your patience during the construction period. There will be frequent information sessions and Q&As prior to and during the projects. Remember that this will transform and bring Kalyna Care to a contemporary living environment.

As you know, I relocated my office to be closer to staff and residents and nothing is as uplifting as hearing the Kalyna Choir belt out their repertoire during rehearsals. Equally, sharing the secret handshake shown to me by one of our residents every time we pass each other simply makes my day.

These precious moments increase my resolve to make Kalyna Care 'the' place to be.

It goes without saying that when you entrust the care of your most precious person – mum or dad – to us, we do not take this responsibility lightly.

Having commissioned a few independent reviews covering all areas from care to hotel services, we are ready to roll-out the initiatives.

Watch this space.

Thank you all for your warm welcome.

Pearl Forrester

Chief Executive Officer

Residential Services Manager's Report

This last year has produced opportunities for change, innovation and challenge as the Kalyna Care team worked diligently on the plans and requirements for our new 40-bed extension.

We bade farewell to our CEO Darren Leech, whom I would like to thank for his contribution to the organisation and also for the support shown to me in my role as Residential Services Manager.

The aged care industry is going through significant change, with increasing rates of dementia, high care needs, reduced government funding and the push for self-funded care. Kalyna Care is working to position itself as a reputable provider of care and services, especially and traditionally to people of eastern European background, with an emphasis on health, wellness and quality of life.

Quality and standards are intrinsically linked to our staff. Quality of care is not as simple as arbitrary staff ratios. Staffing in aged care is more about the quality of staff, and a combination of character, temperament, qualifications and experience. Flexibility to adjust the staffing mix as the profile of residents change is imperative, as is adaptability as we move to a new model of care driven by innovation and new technology.

Changes to funding and budget cuts are a constant in the aged care sector and financial performance is one part of the picture, but it is the residents and their family members who tell the real story. It is so rewarding to receive the compliments and thanks that we get for the care that our residents receive.

I would like to acknowledge the tireless work of our Board, staff and volunteers throughout the last year.

To our dearly departed residents and their families, it has truly been a privilege to be part of your lives and I thank you for the memories.

Opportunities for Change



Deborah D'Costa

Residential Services Manager

Resident Profile

There were 23 resident admissions over the 12 months to 30 June 2018, compared to 40 for the previous year. Of the new admissions, 48% were of Ukrainian descent (compared to 25% for the previous period). The other 52% of admissions were from various cultural backgrounds (see the remarkable variety of nationalities for our residents in the charts below).

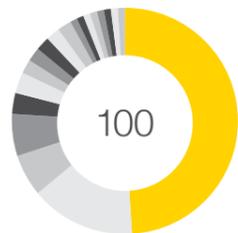
The average age of people entering our care over the past 12 months increased to 88.4 years (compared to 87.8 for the previous year). The age of entry into care is generally increasing as seniors stay at home for longer, with more control and choice around the services they want and need.



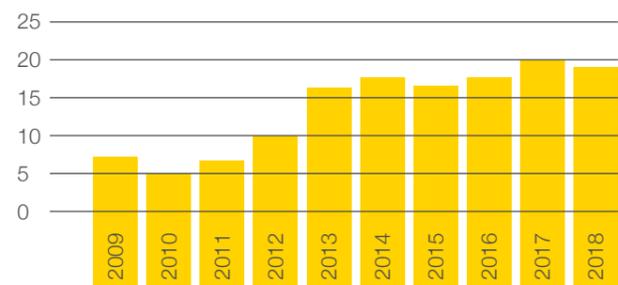
Resident Nationalities 2018

As at 30 June 2018

Ukrainian	49
Croatian	15
Polish	6
Serbian	6
Australian	3
Bosnian	3
Assyrian	2
Egyptian	2
German	2
Italian	2
Macedonian	2
Albanian	1
Dutch	1
Greek	1
Indian	1
Maltese	1
Russian	1
Salvadoran	1
Yugoslavian	1
Total	100



No. of Resident Nationalities by Year



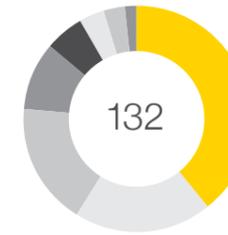
Ukrainian Residents as a Percentage of All Residents



Staff Profile

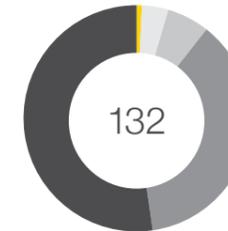
Employment Category

Carer	52
Enrolled Nurse	26
Hospitality	23
Registered Nurse	13
Leisure & Lifestyle	7
Management	5
Administration	4
Maintenance and gardening	2
Total	132



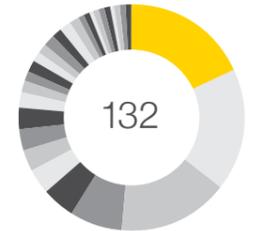
Years of Service

More than 20 years	1
15 to 20	5
10 to 14	8
5 to 9	49
0 to 4	69
Total	132



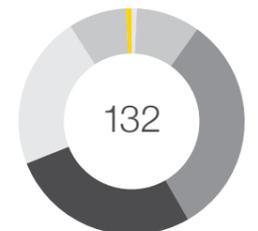
Ethnicity

Philippines	24
India	23
Australia	21
Ukraine	10
Serbia	6
Ethiopia	5
El Salvador	4
Macedonia	4
Sri Lanka	4
New Zealand	3
Bosnia	2
China	2
Croatia	2
Fiji	2
Former Yugoslavia	2
Poland	2
Samoa	2
Slovakia	2
Zimbabwe	2
England	1
Greece	1
Italy	1
Malta	1
Nepal	1
Nigeria	1
Romania	1
Sierra Leone	1
Sudan	1
Vietnam	1
Total	132



Age Profile

Under 20	1
20-29	12
30-39	42
40-49	36
50-59	29
60-69	11
70+	1
Total	132



Staff Milestones

We congratulate Kata Molnar on her 10 years of service at Kalyna Care. Kata is part of our laundry services and kitchen teams. Kata feels that the best thing about working at Kalyna is the opportunity to make elderly people happy.

Maja Hrudka Nursing Scholarship

Mary Kumar, the inaugural recipient of the Maja Hrudka Nursing Scholarship, is nearing the end of her studies, with her final semester to finish in March 2019. Mary has done Maja's legacy proud and we are sure her new nursing skills will help to provide our residents with optimal clinical care. Kalyna will call for applications for the second awarding of the Scholarship early in the new year.

Quality Manager's Report

Another annual report means another chance to reflect on the achievements and successes of the past 12 months. Continuous change and improvement are critical to success, and help us to stay abreast of the competition as well as enhance the quality of life for our residents. Quality is central to all we do at Kalyna Care. Over the past financial year we have been able to enrich our continuous improvement program with the innovative ideas you see here.

Enhance the quality of life



FISH AND CHIP FRIDAY

Fish and Chip Friday was created to give residents the chance to enjoy a takeaway food treat once a week.

BUFFET BREAKFAST

The popular introduction of our buffet breakfast provides plenty of choice and autonomy to residents.

MINI MAKEOVER

In a mini makeover, we created smaller zones in the Maja Hrudka area, to help with the needs of residents living with dementia.

2-WAY CAMERA

We installed a 2-way camera at the entrance to the Maja Hrudka wing in response to a continuous improvement suggestion about OHS.

WASHING MACHINES

As part of a continuous improvement submission, we installed two washing machines to allow residents to tend to their personal items.

LANGUAGE CLASSES

We introduced popular resident-run language classes to close language gaps for staff and promote learning about language and culture.



Our Resident Experience Index has trended up over two years with a further 2.80% increase this reporting cycle. The current Resident Experience Index is 87.67%. This year we gathered more feedback from discharged respite residents as we strive towards more consumer-directed care.

Our Employee Satisfaction Index improved by 5.86% to 84.97%. The employee survey response rate also increased by 16%, with 43 employees completing the survey this year. This higher level of engagement demonstrates our staff's great commitment to Kalyna Care.

Overall against other organisations our average daily occupancy increased to 99.05%, performing well above the current 92.44% industry benchmark.

MORE QUALITY IMPROVEMENTS IN THE LAST QUARTER

Other excellent quality metrics for the last quarter include:

• Quality of Care Audit:	Up 0.33%
• Agency staff use:	Down 67.86%
• Unplanned resident transfers:	Down 31.81%
• Wound infections:	Down 50.41%
• Skin tears (general):	Down 50.29%
• Skin tears (dementia specific):	Down 67.12%
• Resident falls (dementia specific):	Down 20.14%
• Falls with injury (dementia specific):	Down 45.20%



Lauren Hehir

Quality Manager



Leisure & Lifestyle Program

Promoting personalised programs including activities using Montessori methods, the Leisure & Lifestyle Program encompasses the social, physical, emotional, intellectual and spiritual aspects of our residents' lives. Planned activities cater to individual needs based on personal interests, lifestyle and background and are designed with residents' abilities in mind. Residents are also encouraged to participate in activities which may take them out of their comfort zone. A resident recently commented that she was 'so happy to learn something new'. Residents have the opportunity to contribute to the ongoing development of the Leisure & Lifestyle Program through suggestions at monthly resident meetings.

New Activities

MULTICULTURAL SOCIAL CLUB

Our Croatian, Serbian and Macedonian community has grown in the last 12 months and we met a request for an internal social outlet with a combined cultural social club for residents. The Leisure & Lifestyle team and some family members provided food and entertainment. Together with a Ukrainian zabava [party] the dancing, music and cultural food provided many residents with new experiences. Residents and families of all cultures have enjoyed taking part in their own and each other's clubs, with plans to cater to the many other countries that our residents represent.

MODEL RAILWAY AND HAPPY HOUR

Some of our male (and a few female) residents worked every week with our male German volunteers to create a spectacular model railway. Starting from scratch, they built a scaled landscape with wood, chicken wire and plaster. Those who preferred to watch spent their time enjoying the simultaneous Happy Hour, which gave many of our male residents the chance to simply get together and talk.

KALYNA CHOIR

Our new and popular choir was formed under the leadership of a resident who had spent her life as a choir conductor in the Ukrainian Catholic Church. The choir has been highly successful, with residents performing in various special occasions at Kalyna Care.

ANIMALS AT KALYNA

Animals have always been welcome at Kalyna, with families and staff often bringing their fur babies to visit. During 2017-18, we also had special animal activities facilitated by professional companies, to add another dimension to the Leisure & Lifestyle Program.

CHICKEN HATCHLINGS (JULY 2017): Our chicks arrived as eggs in an incubator and left two weeks later as fluffy little chickens. Residents checked the incubator daily to see how many chicks had hatched, placed new arrivals in the lightbox, and came from all wings to visit and help with feeding. It was lovely to see some folk just sit quietly in front of the lightbox for long periods and watch.

ANIMAL FARM (SEPTEMBER 2017): Farm animals invaded our hall and residents were able to spend the morning petting, feeding and watching a range of small and large farm and domestic animals. A calf, pig, sheep, goat and rooster were joined by myriad rabbits and guinea pigs, all of which were adored. Many residents recalled their earlier days on farms and enjoyed watching the antics of the pig and sheep.

WILDLIFE GONE WALKABOUT (JANUARY 2018): Our Walkabout adventure was a very different experience for many residents, as they encountered a range of Australian native animals up close and personal. Residents (some for the first time) handled snakes and reptiles, two of which were more than six feet long, and were able to carefully inspect some smaller native birds and mammals.

Celebrations and Highlights

MULTICULTURAL DAY

Multicultural Day this year included some energetic Spanish flamenco dancers and exciting Chinese lion dancers.

CHRISTMAS AND EASTER CELEBRATIONS

Celebrations included residents' Christmas lunches, Sviata Vecheria [Holy Evening] and the Blessing of the Baskets.



2018 YOUR STORY BOOK LAUNCH

Twenty-one residents were featured in this year's Your Story book, which was launched with a vintage tea party theme.

COMMUNITY MORNING AND AFTERNOON TEAS

Mexican, Hawaiian, Alice in Wonderland and Ukrainian Independence Day themes transported residents to different countries and experiences.



Programs and activities using Montessori methods



Dedicated to helping

Volunteering at Kalyna Care

Our volunteers at Kalyna come from all walks of life – from school students to professionals to retirees and even our own staff, who help with programs in their own time. They are all dedicated to helping the Leisure & Lifestyle team enhance the lives of our residents. Volunteers spend anywhere from an hour to run an activity or visit a resident, up to an entire day completely immersed in the Leisure & Lifestyle program. They help with art and craft, visits, wheelchair walks, gardening and counselling, among many other activities.

We are also now in the fourth year of our International Volunteer Program, whereby four young people from Germany live onsite for 12 months in one of the external units and work in various

departments of Kalyna Care. They are an integral part of the Leisure & Lifestyle team and become very close to our residents.

Kalyna also offers work placements to students from high schools and universities, during which they can put their studies into practice. We enjoy a good working relationship with local schools and colleges, whose students provide concerts and group activities and volunteer their time outside of hours to visit with residents.

We commend and thank all of our volunteers for their commitment, compassion and dedication in creating meaningful activities and wonderful events for our residents and their families to enjoy.

Words from International Volunteers

Things you can say about your suit but not your girlfriend:

This one has been hanging in my closet for years.

Okay, now that I've set the tone of how this is going to be, I can actually start. Just a heads up: I'm not good at this, you know, talking about feelings and stuff – seems like I am a true German after all (German cliché joke – check). So please bear with me while I try my best not to screw things up while covering up my actual feelings with bad jokes.

So ... words ... and things ... and stuff ... where to begin, where to end ... I don't know, you tell me. Anyway, before I end up going on and on about random stuff while still not saying anything at all (which is usually what I do – I'd make a good politician) I'll just start somewhere and we'll see how it goes.

Honestly, I'd stay here if I could. The last year has been a blast. I've seen and done so many things, learned so much about others and about myself as well (for example, that I cannot for the life of me remember names). I feel like I've grown as a person (something I thought to be impossible, but it's true – I'm a good centimetre taller now) ... okay, enough of that, we don't want to get all feely here ...

Anyway, back to business. My dearest thanks go to all the wonderful people that accompanied us in our year here (Deb, Boris, Tammy, Veronika, Michelle and so many more) in good and bad times. So, all my bad jokes aside for a moment and in total seriousness:

I thank every single one of you from the bottom of my heart, because in the end it wasn't Australia that made everything so special that I'll never forget my time here, it was the people – and I'm going to miss every single one of them heaps.

Alright, this was so sweet it almost made me want to throw up, so I'd better end it here. My apologies to all the people that I offended with my flippant way of writing, but that's just how I do things.

In hope that I'll come back one day ...

Gus

Our last month has started already and it just feels weird that we'll go home in only three weeks. On the one hand I'm looking forward to seeing all my friends and family in Germany again, but on the other hand I am really sad that we have to leave this wonderful workplace and beautiful country.

I had a great year here in Australia, better than I ever expected. I'll miss the sea and especially to surf on it, I'll miss Melbourne with all its nice spots, I'll miss my friends from my handball club and I'll miss all those lovely holidays we made here, but still what I'll probably miss the most is Kalyna Care with all its people.

I mean, will I ever find a workplace again where I first of all get offered a coffee after sleeping in? (Thanks Veronika!) Or is it common that Michelle lent us her car because ours broke down the evening before our holiday? And last but not least, is it normal that Sam just invited us to his jetski and camping weekend? I don't think so. I could continue with many more examples to show how great the Kalyna Care staff is. Thank you so much for all you did for us.

But it's not only the staff that makes Kalyna the best workplace I could think of for this year, it's also the residents. I just have to think of playing Wii with John and I smile. Working in Olga's and Anna's gardens together with them is another great memory that I'll never forget. I was also excited to watch the FIFA World Cup final with Janko, fingers crossed for Croatia. And probably my favourite memories are all those hours we spent together with many residents building the model railway.

So, unfortunately it's time to say goodbye. Thank you again for all your help, no matter which situation, and hopefully one day I'll see you all again.

Jacob



(International Volunteers continued).

When I look back at the time in Germany shortly before I finally left to start this exciting adventure, all I can think of is myself panicking about spiders. Well, Australia is probably one of the worst places for spiders. I was scared that I wouldn't understand anyone, that I wouldn't be able to make any friends and that I would end up spending the year on my own.

In fact, I only saw one spider in my whole year in Australia. Lucky me! And of course, none of my other fears came true. If anything, it's been the best time and experience of my life. I got to know so many wonderful people and discovered lots of stunning places.

A lot of my excitement about my year in Australia is owing to the friendly staff, our lovely residents and the great support I got during my time at Kalyna Care. I think I'm speaking for all of us when I say that we felt truly welcomed from the first minute. We've never been less valued than other staff members and I'm very grateful for all the beautiful moments and all the opportunities to learn and grow.

When Saskia and I talk about work and how our day has been, we're always thinking about playing a Kalyna Care staff and residents' version of 'Taboo', because you all have unique little things that you do over and over again. I hope you don't take that the wrong way, but it's just these funny little things that made our time at Kalyna Care so lovely and unique.

So let's play for a bit.

Who is always worried about the scissors?

Who says 'What's cooking good-looking?'

Who couldn't have more elephants in the office?

Who screams for smokes aaaall the time?

Who says more with the hands than with the mouth?

Who starts singing and dancing no matter what song starts playing?

Who doesn't manage to eat the tiniest portion of cheese and crackers in one sitting?

Who insists on sitting on the 'boss chair' in the Konvalyia nurses station?

We just love you guys for these things!

It's almost time to say goodbye and I feel extremely sad when I think of leaving this truly beautiful and meaningful time behind me. I'm thankful for every unforgettable moment with the residents and staff at Kalyna Care and every other person that stepped into my life during the last year. I really hope that one day I'll get the chance to come back, even if it's just for a short visit.

I truly hope we'll all keep in touch. Thank you so much for this unforgettable experience!

Marte

It is incredibly hard for me to realise that my time here at Kalyna Care is actually coming to an end. Time has certainly been flying by way too quickly! I wish I could just ignore the fact that our day of departure is coming closer and closer with such huge steps ... but here I am, trying to figure out how to best summarise the last year. There is no way to explain or mention all the experiences that made my voluntary service at Kalyna Care incredible and unforgettable, but I will give it a shot.

Thinking back, I am super grateful for all the extraordinary people I got to know here who made me feel welcome and at home right from the first day – and continued their support and kindness for the following 12 months. I want to thank Deb, who made us a priority even on her busiest days if we needed support. I am thankful for the laughs I got to share with Tammy and Leanne while working in the office. For all the super useful lifehacks I learned while working with Boris in maintenance and all the nice conversations with the Leisure & Lifestyle staff.

Big thanks go out to Michelle, who turned out to be our biggest helping hand whenever we needed one – no matter whether our problems regarded work or not. And also to Sam, who became such a good friend and was always a good choice to reach out to whenever I felt like my adrenaline levels dropped a little low – camping, jetskiing, wake-skating ... definitely a bunch of adventures that I will never forget!

The chance to work in different areas made life fun and varied, which I loved. Being trusted with a variety of tasks made me feel appreciated and needed. I got to challenge myself by answering the phone in the office when Tammy and Leanne were busy, got a nice workout by moving stuff around in maintenance and was able to honestly use all of my creativity when preparing the next big and somehow crazily themed community morning tea party.

In conclusion, I always had a blast, even on busy days! I certainly don't only owe that to the nice staff and the variety of my tasks, but also to the residents. I always caught myself leaving work with a smile on my face when I knew that I got to make a resident's day a little happier, funnier or more interesting. It was nice to find out how much a simple conversation or kind gesture can change a person's attitude or mood. Michelle described herself as a 'joy bringer' when she explained our job with the Leisure & Lifestyle staff and, honestly, on some days I felt just like that. And these days were certainly my favourites.

I just realised that this letter got way too cheesy way too quick. So I had better come to an end. I just want to say that I couldn't imagine a better place to spend a whole year volunteering. I loved the workplace and its nice people, but also Melbourne in general. I got to travel more than I expected and enjoyed every second of it! The good days here surely outnumbered the bad ones, but I wouldn't change those either! All the challenges made me grow and I feel like I will return home with so much more knowledge about life and myself.

So thank you for everything. And hopefully see you all again!

Saskia

Meet the Board



HALJA BRYNDZIA
Chair



DR IGOR JAKUBOWICZ
Deputy Chair



ANDREW MATISZAK
Honorary Director



ANNA MUSZAK
Director



BASIL CHAMULA
Director



BORYS ANIN
Director



MANNY STAMATOPOULOS
Director (resigned February 2018)



Marko Misko
Director



ROMAN CHAMULA
Director

Directors' Report

Your Directors present their report for the financial year ended 30 June 2018.

Principal Activities

The company's principal activities are the provision of aged care services to the community using self-generated and federal funds.

These principal activities assist in achieving the short-term and long-term objectives of the company by:

- enabling Kalyna Care to continue to be the provider of choice for the Ukrainian and broader multicultural community
- allowing Kalyna to continue to embrace its Ukrainian heritage and remain true to the vision set by our founding members
- providing non-financial outcomes in response to funding body agreements
- providing turnover, cash flow and surplus to meet the financial objectives of the company.

There were no significant changes in the principal activities of the company during the year.

Short-term Objectives

The company has identified the following short-term objectives:

- To meet service outcomes required under funding agreements with federal and state governments.
- To meet continued financial viability and accountability requirements.
- To provide a workplace that is compliant with industry standards and the Fair Work Act.

The company has adopted the following strategies to achieve these short-term objectives:

- The preparation of a work plan to achieve the service outcomes identified under the funding agreements and allocation of the expected service outcomes over the funding period for periodic reporting to funding bodies, management and the Directors.
- The preparation of an annual budget for financial performance and the regular review of the company performance against the budget by management and Directors.
- The review of the company's compliance with work health and safety, and compliance with employment law including the Fair Work Act.

Long-term Objectives

The company has identified the following long-term objectives:

- To grow awareness and resources to promote and provide residential and community care services.
- To remain financially sustainable.
- To grow the company operations in accordance with member and community interests.

The company has adopted the following strategies to achieve these long-term objectives:

- The preparation of a business and strategic plan to identify the opportunities and strengths of the company to provide sustainable residential and community services across Victoria.
- The preparation of a marketing plan to communicate long-term objectives to the community, funding bodies, government and employees.
- The preparation of long-term budgets that consider the uncertainty of recurrent government grant funding, infrastructure needs, service delivery, employment costs and maintaining prudent levels of working capital and liquidity in investment of funds surplus to current needs.
- The establishment of a governance framework that ensures policies of the company are acted upon and applied in practise.

Note: The company will start its 40-bed extension in the second half of the 2018–19 financial year.

Key Performance Indicators

The company uses the following key indicators to measure performance.

1. SERVICE OUTCOMES

Service outcomes for the 2018 financial year were in accordance with standards set for the delivery of aged care. Funding body requirements were met according to accreditation standards (non-financial requirements) set for the funding of aged care services.

2. OPERATING SURPLUS

Total Comprehensive Surplus for the financial year was \$1,463,708 (including bequests of \$5000).

3. CASH FLOW FROM OPERATING ACTIVITIES

Cash flow from operating activities for the financial year was \$1,310,131 (compared to cash flow from operating activities for 2017 of \$1,565,735).

4. MEMBERSHIP

Membership for the financial year was 165 (compared to 145 for 2017).

5. COMPLIANCE

a. The company has complied with all work health and safety, employment and environmental reviews.

b. The company maintained full compliance with all covenant requirements imposed by external financiers, with mortgage debt declining from \$1,449,625 in 2017 to \$755,924 in 2018.

Membership Details

The company is incorporated as a company limited by guarantee that requires the members of the company to contribute an amount not exceeding \$100 per member towards the company liabilities on the winding up of the company.

MEMBERSHIP CLASS	NUMBER OF MEMBERS
Life Members	6
Ordinary Members	159
TOTAL	165

Directors' Information

The names of the Directors in office at any time during or since the end of the year and the period that each Director has been in office.

NAME AND SPECIAL RESPONSIBILITIES	BOARD SUB-COMMITTEE RESPONSIBILITIES	PERIOD AS DIRECTOR	QUALIFICATIONS AND EXPERIENCE
Halja Bryndzia Chair	Remuneration and Nominations Strategic Planning	Appointed 26/04/2012 Appointed to Chair 16/11/2014	Associate Diploma of Business (Marketing), Certificate in Governance Practice (GIA). Has a sales and marketing background obtained in book publishing, food manufacturing and retail industries.
Dr Igor Jakubowicz Deputy Chair	Strategic Planning Audit, Risk and Compliance Remuneration and Nominations	Appointed 28/04/2016 Appointed Deputy Chair 19/11/2017	Dr Jakubowicz's associations and qualifications include LMusA (AMEB), MBBS (Melbourne), MFM (Monash), GDForMed (Monash), GAICD and MRACGP. Igor is a full-time general practitioner with extensive aged care experience, and over 20 years' experience as director in various roles for not-for-profit community health organisations.
Andrew Matiszak Honorary Director	Capital Projects Audit, Risk and Compliance Remuneration and Nominations Strategic Planning	Appointed 30/11/2008 Appointed Honorary Director 19/11/2008	Dip. Civil Engineering, Grad Cert. Performance Based Building and Fire Codes. Registered Building Surveyor, Building Inspector and Draftsperson. Directorships: Building Practitioners Board of Victoria, M & K Building Consultants P/L, Matas Investment P/L. Member of AIBS, IIEA and IAA. Over 30 years' experience in community based boards and committees.
Anna Muszak	Governance Capital Projects Strategic Planning	Appointed 28/04/2016	As a qualified accountant (Dip. Business Studies and CPA), Anna has held many senior management roles in the private (large multinational company), public and not-for-profit sectors. General Manager of Kalyna Care (formerly known as the Ukrainian Elderly Peoples Home) from 2007 to 2010 and a previous Director of Kalyna Care for 8 years, including as Chair of the Board; Director of Dnister Credit Co-operative Limited for around 2 years.
Basil Chamula	Audit, Risk and Compliance Capital Projects Strategic Planning	Appointed 24/04/2013	B.Sc. (Monash), B.Ec. (Latrobe), MHA (UNSW). Executive Director of Sovereign Health; 10 years' experience as a clinical biochemist; 5 years' experience as a Manager Human Resources at Royal Children's Hospital, Director, General Services & Special Projects; 20 years' experience as an independent consultant in management of diagnostic services; 5 years' experience as a manager and director of private health and hospital services.
Borys Anin	Governance	Appointed 19/03/2015	B.Ec. (Monash), LLB (Melbourne). An Australian legal practitioner with 32 years' experience specialising in insurance and personal injury law. Managed private practice and currently operating as a legal costs consultant.
James Miller		Appointed 03/08/2015 Resigned 18/07/2017	MBA, CPA. Has practiced accounting for over 45 years including as an auditor and forensic accountant. Former member of the Board of Coles Myer Ltd, former member of the Coles Myer Board Audit Committee and former Director of Coles Myer Finance.
Manny Stamatopoulos	Strategic Planning Audit, Risk and Compliance Governance Remuneration and Nominations	Appointed 25/11/2012 Resigned 22/02/2018	Experienced businessman with semi-legal background, 10 years' experience in risk management insurance and claims, and 6 years' experience in sales and marketing. Has 16 years' experience as a board member in not-for-profit organisations, with 10 years as chair. Is Chair of the Board of a publicly listed company and a director of 5 companies.
Marko Misko	Governance Capital Projects Audit, Risk and Compliance	Appointed 24/08/2015	Partner of national law firm Clayton Utz since 1999 where he heads the Commonwealth infrastructure practice. Marko acted for Kalyna Care on its 2010 development. Marko is also on the board of the Dnister Ukrainian Credit Co-operative Limited (since 2009); the Chair of the Ukrainian Studies Support Fund; and on the boards of Roads Australia and the Infrastructure Sustainability Council of Australia.
Roman Chamula	Governance	Appointed 19/11/2017	Managing Director of Corporate Documentation Solutions, with 24 years' experience in documentation and training solutions for IT system implementations and upgrades for large corporate clients and government departments. Specific experience in business process change management in the mining, energy, manufacturing, retail and defence sectors. Previously, more than 10 years' experience in industrial corporate communications and public relations.



Financial Summary 2017 - 2018

Meetings of Directors

During the financial year, there were 10 meetings of Directors. Attendances by each Director are shown below.

	DIRECTORS' MEETINGS	
	ELIGIBLE TO ATTEND	ATTENDED
Halja Bryndzia (Chair)	10	9
Dr Igor Jakubowicz (Deputy Chair)	10	9
Andrew Matiszak (Honorary Director)	10	7
Anna Muszak	10	8
Basil Chamula	10	9
Borys Anin	10	7
Manny Stamatopoulos (resigned February 2018)	6	5
Marko Misko (resigned August 2018)	10	6
Roman Chamula	5	5

The Directors act in an honorary capacity and are not paid for services as Directors to the company.



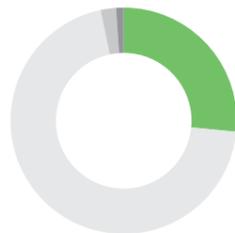
Statement of Comprehensive Income

For the year ended 30 June 2018

	2018	2017
	\$	\$
Income		
Resident Fees	2,569,079	2,556,460
Government Subsidies	6,791,518	6,671,317
Donations	10,600	9,252
Bequests	5,000	10,500
Interest Received	211,966	203,999
Grants Received	4,140	360
Miscellaneous Income	84,540	139,424
	9,676,843	9,591,312
Expenses		
Overheads	892,754	1,087,739
Utilities	345,489	283,462
Food	457,173	426,511
Employee Benefits	6,634,993	6,310,210
Repairs & Maintenance	313,410	277,785
Depreciation & Amortisation	536,496	521,793
Loan Interest	65,163	119,728
	9,245,478	9,027,228
Surplus for the Year	431,395	564,084
Other Comprehensive Income / (Expenses)		
Revaluation Increment	1,018,310	-
Other	14,003	280,994
Total Comprehensive Surplus for the Year	1,463,708	845,078

WHAT WE EARNED

- Resident Fees 2,569,079
- Government Subsidies 6,791,518
- Interest Received 211,996
- Other Income 104,280



HOW WE SPENT IT

- Employee Benefits 6,634,993
- Overheads 892,754
- Depreciation 536,496
- Food 457,173
- Utilities 345,489
- Repairs & Maintenance 313,410
- Loan Interest 65,163



Statement of Financial Position

As at 30 June 2018

	2018	2017
	\$	\$
Current Assets		
Cash & Cash Equivalents	1,005,555	864,701
Trade & Other Receivables	295,972	170,604
Financial Assets	8,343,310	6,555,920
Other Assets	88,094	91,692
Total Current Assets	9,732,931	7,682,917
Non-Current Assets		
Financial Assets	21,632	21,125
Property, Plant & Equipment	17,840,748	16,944,447
Total Non-Current Assets	17,862,380	16,965,572
Total Assets	27,595,311	24,648,489
Current Liabilities		
Trade & Other Payables	473,059	341,836
Borrowings	13,279,500	10,811,807
Provisions	981,174	861,170
Other Liabilities	303,122	135,585
Total Current Liabilities	15,036,855	12,150,398
Non-Current Liabilities		
Borrowings	-	1,449,625
Provisions	155,873	109,591
Total Non-Current Liabilities	155,873	1,559,216
Total Liabilities	15,192,728	13,709,614
Net Assets	12,402,583	10,938,875
Equity		
Assets Revaluation Reserve	3,332,369	2,314,059
Bequest Reserve	752,824	747,824
Accumulated Funds	8,317,390	7,876,992
Total Equity	12,402,583	10,938,875

ABN 15 893 818 045

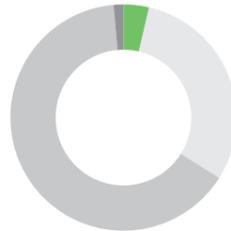
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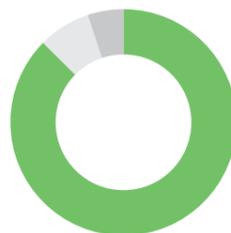
WHAT WE OWN

• Cash	1,005,555.00
• Financial Assets	8,364,942.00
• Property, Plant & Equipment	17,840,748.00
• Other Assets	384,066.00
	27,595,311.00



WHAT WE OWE

• RADS & Bonds	13,279,500.00
• Provisions	1,137,047.00
• Other Liabilities	776,181.00
	15,192,728.00



Auditor's Declaration

**AUDITOR'S INDEPENDENCE DECLARATION
UNDER 60-40 OF THE AUSTRALIAN CHARITIES AND
NOT-FOR-PROFITS COMMISSION ACT 2012
TO THE DIRECTORS OF
UKRAINIAN ELDERLY PEOPLE'S HOME LTD. TRADING AS KALYNA CARE
A.B.N. 57 006 305 844**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2018 there have been:

- i. no contraventions of the auditor independence requirements of the Australian Charities and Not for Profits Commission Act 2012 in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

Name of Auditor:  CA
Frederik R. L. Eksteen CA

Date: 14 September 2018

Address: Collins & Co
127 Paisley Street
Footscray VIC 3011





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UKRAINIAN ELDERLY PEOPLE'S HOME LTD. TRADING AS KALYNA CARE

A.B.N. 57 006 305 844

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS

Opinion

I have audited the accompanying financial report of Ukrainian Elderly People's Home Ltd. trading as Kalyna Care (the company), which comprises the statement of financial position as at 30 June 2018, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information and the statement by the Board of Directors.

In my opinion, the accompanying financial report of Ukrainian Elderly People's Home Ltd. trading as Kalyna Care is in accordance with Division 60 of the ACNC Act 2012, including:

- i. giving a true and fair view of the company's financial position as at 30 June 2018 and of its performance and cash flows for the year ended on 30 June 2018; and
- ii. complying with Australian Accounting Standards- Reduced Disclosure Requirements and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of my report. I am independent of the Company in accordance with the auditor independence requirements of the ACNC Act 2012 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 my audit of the financial report in Australia. I have also fulfilled our other ethical responsibilities in accordance with the Code.

I confirm that the independence declaration required by the ACNC Act 2012, which has been given to the directors of the Company would be on the same terms if given to the directors as at the time of this auditor's report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards, and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Corporation'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 management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Corporation's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

My 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 Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I 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 my 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 responsible 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 entity's 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 responsible entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the responsible 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.

I 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 controls that I identify during my audit.

Name of Auditor: Frederik R. L. Eksteen CA

Address: Collins & Co
127 Paisley Street
Footscray VIC 3011

Date: 14 September 2018

List of Donations & Bequests

For the Month Ending 30 June 2018

	2017/18 Total
Donations	
Ms O Dudinski	400
Dr Muc	175
M Glotz	50
K Weyers	20
Myroslawa Anin	20
Irene Kohut	25
Michael Kohut	25
Donation In Memory Jadwiga Arpula	2,500
O Kowalyk	20
A Rybalko	40
Dutch Care Ltd	25
Sally Zabak	100
Marko Pavlyshyn	1,000
Kate Weyers	20
T Lang	25
Chervoni Maky	608
Cameron	50
Nadia Soloczynskyj	20
J Mychajlyszyn	1,000
Give Now Donation (via website)	25
O Korytsky	150
J Opar (Friendship Wall)	1,000
Lifestory Book	360
R & I Short	100
L Willett-Weyers (goods)	50
	<hr/> 7,808
Fundraising	2,792
	<hr/> 10,600
Bequests	
Maria Boluch	5,000
	0
	0
TOTAL Bequests	<hr/> 5,000
TOTAL YTD	<hr/> 15,600



Kalyna Care

Personal and Compassionate Care

344 Taylors Road Delahey Victoria 3037

T 9367 8055 **F** 9310 7943 **E** info@kalynacare.com.au **www.kalynacare.com.au**

Ukrainian Elderly Peoples Home Trading as Kalyna Care ABN 57 006 305 844 ACN 006 305 844