UNITED PROTESTANT ASSOCIATION OF NSW

2017
Annual Report

United in Christian Care
Our values

COMPASSION
RESPECT
INTEGRITY
KINDNESS
INCLUSIVENESS

Philosophy of care

The United Protestant Association, (UPA) is a Christian organisation that aims to provide quality service and care. We believe that every person that we care for has the right to live in peace with dignity, respect and security. That right does not diminish, irrespective of age.

We welcome people from all religious and cultural backgrounds. We convey compassion, kindness, respect and honesty in our work. Our staff and volunteers encourage and empower those we care for to choose their own path. Mindful of how we ourselves would like to be treated, we aim to provide a caring atmosphere of Christian love and understanding.

When we have failed to live up to our Mission, Values or Philosophy of Care we will seek to make amends.
Our mission

UPA’S MISSION IS TO OFFER CARE OF THE HIGHEST POSSIBLE STANDARD CONSISTENT WITH UPA’S CHRISTIAN COMMITMENT AND THE EXPECTATIONS OF SOCIETY.
After care

The United Protestant Association of NSW (UPA) established 13 children’s Homes between 1940 and the early 1980’s when these larger institutional Homes were wound down and closed. From that time until the mid 1990’s we also managed a number of smaller Group Homes. Over those two periods, some Homes were well managed and some were not. We sought to be trusted by children, parents, and the State, but we freely acknowledge that in many of our Homes we failed to provide the safe and nurturing environment that children need to thrive. Emotional, physical and sexual abuse did occur in some of those Homes. We are ashamed of those failures and offer our sincere and deep apology for the harm caused. Today, we seek to make amends by listening and believing, offering access to records, reporting to authorities, funding counselling services and making redress payments. We welcome contact from any person who once resided in a UPA children’s Home. Whenever we receive an allegation of abuse we work with NSW Police to ensure that each person has the opportunity to be heard, information gathered and action taken. We are committed to ensuring privacy is protected and that care, support and services are readily available.

Our Contact details:

After Care Support: Graham Hercus 02 9482 4530,
graham.hercus@upa.org.au

General Manager: Steve Walkerden 02 9482 4530,
steve.walkerden@upa.org.au
Our services

RESIDENTIAL AGED CARE
19 Centres  854 Places

RETIREMENT VILLAGES
37 Centres  614 Places

SERVICED APARTMENTS
2 Centres  56 Places

HOME CARE PACKAGES
641 Packages

VETERANS HOME CARE (DVA)
4 Centres 217 Packages

DAY CENTRES
2 Centres

CARER RESPITE CENTRES
2 Centres

YOUTH CARE
1 Centre

OPPORTUNITY SHOPS
3 Shops

Founded in 1941 by
THOMAS U. AGST B.E.M. J.P.
Our organisation in 2017

ACROSS A WIDE GEOGRAPHIC AREA AND THROUGH A COMPLEX RANGE OF PROGRAMS, MEMBERS, STAFF, VOLUNTEERS, RESIDENTS, CLIENTS, FAMILY AND FRIENDS JOIN TO OFFER QUALITY CARE AND SUPPORT FOR OLDER AND YOUNGER PEOPLE IN OUR COMMUNITIES.

In 2017, the UPA is made up of 10 Districts and one Branch, all of which have a healthy degree of operational autonomy. However, they are all bound together under the one mission and company structure. Local governance, management and administration are a core strength of the UPA’s work.

Living Options
UPA continues to offer a wide range of accommodation options throughout its Districts and Regions including retirement villages, serviced apartments, home care services and residential aged care facilities which include specialised units to care for people living with dementia.

Retirement Villages
UPA have over 660 independent living units, villas and serviced apartments where residents can continue to live independently without the demands of house and garden maintenance and enjoy an active and peaceful retirement. UPA retirement villages offer regular social activities, 24-hour emergency call systems, home and garden maintenance and the opportunity to be part of a close-knit community.

Residential Care
Residential care provides professional care by skilled and qualified staff in partnership with our residents and their families, to ensure that individual needs and expectations are delivered in a completely safe and secure environment.

Whilst each UPA residential home differs from facility to facility high standards are uniform throughout them all.

Community Care Services
In February 2017, the Government rolled out the Increasing Choice in Home Care reforms to ensure a more sustainable and quality driven aged care system that is more consumer driven. As a consumer, the reforms allow choice in whichever provider you believe suits your needs and provides the best care for you.

At UPA, we work closely together with each person to provide services to best suit their requirements.

Communal facilities / Community Centres are also a common feature in UPA’s retirement villages where residents, their families and friends can enjoy a wide variety of services and amenities. Depending on the village, these can include a library, barbeque area, cafes and computer rooms. For the residents’ enjoyment and relaxation there are hairdressers, wellness rooms, chapels, pastoral support and private lounge or garden areas where they can simply relax. In some cases, our villages are co-located with an aged care centre providing Ageing in Place for its residents; as well as access to our community care services for that extra assistance if needed. Each UPA retirement village offers different styles of accommodation and amenities, as well as having varying policies regarding pets, visitors, parking etc.
Our organisation in 2017 continued

We have invested time and resources into ensuring that this important sector of services continues to grow in the coming year.

**Day Clubs**
UPA currently has two Day Club Programs located in the Murray River Region which offer people the chance to get together to relax, socialise and share in a wide variety of activities whilst allowing their carers respite time. The Central West Region of UPA hope to establish a Day Club in the latter part of 2017. Staff and volunteers are well-equipped to support the needs of the clients, some of whom may be socially isolated or have a disability that restricts them from connecting to their peers and carers.

**Youth Care**
Youth Care UPA has been managed by UPA Far North Coast for 20 years. It provides 24-hour support to young people and their carers.

Youth Care refers to programmes for children and young people who need to be cared for away from their own families for a variety of reasons. Appropriate care meets the physical, cultural, social, economic and spiritual needs of the young person.

It is our mission to provide an out of home care service which empowers young people, and creates opportunities for their future to enhance their quality of life. This is be achieved in collaboration with the young person, their family and other relevant people.

We work closely with the child’s birth family.

**Opportunity Shops**
UPA has three opportunity shops which are staffed predominantly by wonderful volunteers. Funds raised from these three shops are invested back into the local community and earmarked for different projects or improvements to the UPA facilities. Bracken House in Dubbo received funding for new furniture for its dementia unit directly from funds raised from the shop.

The Buena Vista Opportunity shop in Orange has been running for 56 years which makes it the oldest retail business in Orange. The Retro Op Shop at Ulmarra supports our work at Rathgar Lodge.

Respite options are not limited to aged care but also include mental health respite, disability respite support and young carers at risk.

**Carer Respite**
Our Commonwealth Respite and Carelink Programs in the North Coast Region provides information about respite options and other support services in the local areas. The program provides a link to those services and assists carers to access short-term and emergency respite support.

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“ALTHOUGH AGED CARE REFORMS ARE PLACING FINANCIAL PRESSURE ON ALL PROVIDERS, UPA IS WELL PLACED TO MEET THESE CHALLENGES WITH A STRONG BALANCE SHEET AND A PREPAREDNESS TO ADAPT TO A CHANGING ECONOMIC ENVIRONMENT.”

It is a pleasure to present this Annual Report highlighting the breadth of our work amongst the communities we serve. During the year our Board, managers and staff have upheld our values of Compassion, Respect, Integrity, Kindness and Inclusiveness. It is in the application of these values that we fulfil our Mission “To offer care of the highest possible standard consistent with the UPA’s Christian commitment and the expectations of society”.

In March 2017 representatives from all District Executives met together with the Board and senior staff at an “Ideas Workshop” to discuss a variety of proposals aimed at developing strategy for UPA. The ideas were many and varied with priorities for action covering marketing, investments, merging of districts, dementia, an updated constitution, governance development, planning, and a range of administrative improvements. In conjunction with the 2016 strategic Verso report we have a strong foundation on which to build.

The UPA’s financial results for 2016-2017 are in line with those of the previous year and will continue to provide well for our future growth and ongoing needs. Although aged care reforms are placing financial pressure on all providers, UPA is well placed to meet these challenges with a strong balance sheet and a preparedness to adapt to a changing economic environment.

In March, Orange District was successful in its application for short term restorative funding with 8 places allocated. This represents a wonderful new addition to our care services. Also pleasing were the results of the 2017 Aged Care Approvals Round with Far North Coast District allocated 56 additional bed licences; 30 for Richmond Lodge and 26 for Greenhills. These places will meet the growing care needs of the Casino and Murwillumbah communities.

On 20th August 2016 the Frank and Jess Kennett Home at Stanwell Park was opened. The 44 bed facility is finished to a high standard and will enable quality care for many years to come. On 10th December 2016 the official opening of extensions and renovations at Bracken House, Dubbo took place. A challenging project, spread over 3 stages and 2 years, the result is a beautiful living environment that will benefit the Dubbo community.

Construction of a new 28 bed wing at Ascott Gardens Orange is proceeding well and 6 new units are nearing completion at Astill Court Orange. An additional 7 units are soon to commence construction at Oxley Village Dubbo. At Murray Vale in Lavington 17 new units have been completed. Work is well underway on the new Lavington Community Centre. Sydney North is currently considering plans for its Wahroonga site. Prunus Lodge Molong and Holbrook Village have undergone significant refurbishment. Adjoining properties have been acquired at both Molong and Casino to provide an opportunity for future development.
Our Home Care services are poised for growth. In some services we are seeing client numbers building, and in some they are declining. In all of them we continue to offer an affordable reliable caring service and we are confident that we will strengthen this area of our work in the months ahead.

We continue to provide support to survivors who suffered abuse whilst in care at our former UPA Children’s Homes. In a small but meaningful step to acknowledge those who have suffered, a Reflection Garden has been established at Woodlands Lodge providing a beautiful and quiet outdoor space for people who have lived in the Woodlands Children’s Home. Our thanks go to all involved in this important work.

After consultation and with mutual agreement Sydney South District and Sydney West District were merged to form the new UPA Sydney District. Both operationally and financially this has proved to be a wise decision and we acknowledge both the former District Executives for the selflessness and commitment displayed in facilitating this amalgamation.

Throughout a time of change Youth Care UPA continues its work in out of home care in the Far North Coast Region of NSW. We are fortunate to have a dedicated team of staff who undertake challenging and rewarding work with young people.

Our managers bring strong and compassionate leadership to UPA and we are thankful for them. Corporate Office provides invaluable support to the Regions and Districts with dedication and commitment. With deep appreciation we acknowledge the work of the staff who provide care and support for our residents and clients and also our volunteers, many of whom serve on our District Executives. Your commitment and compassion enriches the lives of those in our care. We are thankful also for the skilled work of our Care Managers and clinical teams across UPA who day by day provide quality judgements that bring peace of mind to so many. We welcome Nicola Styles and Elaine Baillie as new District Managers for Hunter and Dubbo. We farewell with gratitude for a job well done both Amanda Burgess and Megan Whitney.

Government policy and funding in both aged care and out of home care continues to undergo significant change. As we move into the future, the Board is tasked with governing the organisation and adapting UPA to ensure our sustainability. This is challenging and at times requires difficult decisions. Thanks go to all Board Members and especially to Director Alistair Carlin who stepped down from his position in October 2016.

The UPA is privileged to be able to offer support to those in our care. We are thankful to God for the rich blessings we have received and look with faith to the future.

Louise Buxton
UPA State President

Steve Walkerden
General Manager
Our Districts

THROUGHOUT THE YEAR, ALL DISTRICTS ACROSS THE ORGANISATION HAVE CONTINUED TO PROVIDE THE OUTSTANDING CARE AND SUPPORT TO OUR RESIDENTS, CLIENTS AND THEIR FAMILIES THAT IS SYNONYMOUS WITH THE UPA NAME.

Early 2017 saw the introduction of further reforms to aged care, and particularly to the structure of home care packages. These changes have been embraced by our District Managers, who have competently guided us to another successful year full of achievement.

Sydney North
We have been working on the master planning and the selection of an architect for the redevelopment of the Wahroonga site.

Allen Jack + Cottier have been successful in their submission and we would envisage that over the next 2 years, following the design process that we would be able to start building. The master plan includes between 100 to 120 new independent living units, a new administration office and communal facilities for residents to use.

A wireless nurse call system supplied by Acetek Systems was successfully installed at Redleaf Apartments. After 26 years of operation, the common area air conditioning units at Redleaf became redundant and were replaced in March 2017 with a custom-made unit.

Telstra has upgraded the phone and internet system. The upgrade includes a new high-speed fibre connection and telephone system.

This year we welcomed the appointment of Simone Green as Care Manager at Thomas and Rosetta Agst.

We acknowledge District Executive member Keith Roache, who sadly passed away in June 2017. Keith made a wonderful contribution to UPA over many years.

Sydney District
The new Frank and Jess Kennett Home was officially opened on 20th August 2016. Shortly after, the Sydney West and Sydney South Districts merged to form the Sydney District on the 8th September 2016.

In order to support clinical care, two new positions were created: Clinical Nurse Consultant and ACFI Clinical Nurse Consultant.

Heiden Park saw major renovations during the last year. These included a new laundry, refurbishment of the residents’ bedrooms and living areas, reconfiguration of the main foyer including a new hairdressing salon, café, relocation of Care Manager and RN offices as well as a new staff room.

At the Laurels, a new courtyard roof was erected to provide the residents with a sheltered outdoor area.

At Melrose, renovations to the Lavender Wing commenced. These renovations include upgrades to all corridors and living and dining areas plus the construction of a new kitchenette and complete refurbishing with new furniture.

At The Laurels and Frank and Jess Kennett Home, all equipment underwent IT upgrades.

Following the sale of all new units and apartments, Hillcrest Village is now at full occupancy with a waiting list.

The transition of Home Care into the Consumer Directed Care model of care was successfully completed.
Our Districts continued

**Hunter**

Management and staff are working towards Woodlands Lodge being recognised as a centre of excellence in palliative care for the Hunter community. Staff education has commenced, focus groups have been formed and new equipment purchased. Our lifestyle and leisure officers have created two wonderful publications in collaboration with the residents. A 2017 calendar featuring art works and a book, “Memories in Time”, a collection of residents’ short stories and poetry have been professionally published and launched with great fanfare.

A private garden has been designed and built as a place of reflection for past residents of Woodlands Boys home. The contract to manage food services at Woodlands has been awarded to Catering Industries. This will offer residents a greater variety of choice for both lunchtime and evening meals. New dining furniture and crockery was also purchased to improve the residents’ dining experience.

Following the recent reforms in home care packages, our community care services continue to expand.

**Orange**

Stage 1 Ascott Gardens redevelopment is now nearing completion with the construction of two fourteen bed dementia cottages to be named Poppy Cottage and Cedar Cottage. All six of the new two bedroom units in the Astill Court Retirement Village have been sold off the plan with new residents moving into the village in early August.

We welcomed the appointment of Colleen Fitz-Gerald as the new Dementia Unit Care Manager and with that the introduction of a new model of dementia care “Home Model”.

Central West Community Care services was restructured including the appointment of Nicole Gill as Community Services Manager. Significant growth has been experienced in our home care packages post the February reforms.

Eight Short Term Restorative Care Packages were successfully allocated to the Central West District. These packages are a mix of residential and community care models to assist clients with enablement and independence.

The YourLink app was implemented at Ascott Gardens. This app addresses isolation and depression in residents by facilitating communication and connection with family and friends.

**Molong**

The extensive refurbishment of Prunus Lodge is now complete. Refurbishment included a new hairdressing salon, clinic room, activities room and a commercial kitchen, as well as the construction of a new outdoor verandah and courtyard. All interior areas have also been repainted.

To compliment the refurbishment, interior designer Catriona Roach was instrumental in selecting new drapery, floorcoverings, furniture, artwork and decorative pieces. The refurbishment has received great praise from both residents and their families.
We welcomed the appointment of Kathryn Farlow as the new Care Manager of Prunus Lodge. Prunus Lodge continues to enjoy a strong position with occupancy remaining at capacity with prospective residents on waiting lists. High levels of both resident and relative satisfaction were also achieved.

**Dubbo**
In December 2016 Bracken House alterations and additions were completed following a 2-year staged building program. The building program included 20 additional resident rooms, back of house areas and extensive renovation throughout the facility. The application of significant refurbishment to the Department of Health with regards to this extensive renovation was approved.

At Bracken House, Catering Industries were contracted to provide the catering for residents.

In order to strengthen the clinical team at Dubbo and Yeoval, November 2016 saw the commencement of a Clinical Nurse Consultant.

Oxley Retirement Village has now reached full occupancy. This leads into the final preparation for the commencement of the construction of Stage 5 of Oxley Village.

After 12 ½ years of service our District Manager, Megan Whitney has resigned. This led to the commencement of new District Manager, Elaine Baillie in June 2016. We also welcomed Tracy Dess as Community Care Services Manager

**Yeoval**
This year we continued to provide health and wellbeing focussed programs / services to the community through the Non Government Organisation grant.

An A rating was achieved for the NSW Food Authority audit. We also had successful unannounced agency visits with all reviewed outcomes met.

We welcomed our new Care Manager Mary Elliott in August 2016.

**Murray**
This year has seen further capital improvements and refurbishments to many of the facilities in the region.

Holbrook now has a new activities room, residents’ hair salon and staff room.

The Community Centre at Park Hall retirement village underwent a complete refurbishment with the extension of the kitchen, theatre room and an outdoor BBQ area.

The completion of Stage 3 Murray Vale Retirement village has brought the total number of units to 93.

The masterplan for redevelopment in Lavington commenced with the demolition of 4 units and the old maintenance shed to make way for the construction of the Community Centre.

In June 2017 construction of the new Amaroo Day Club building; and maintenance shed were completed.
Our Districts continued

Gumleigh Gardens residential aged care facility purchased a 20 seater bus “Rosa” with the assistance of local council grant of $3000, as well as fundraising efforts by families and staff.

Celebrations this year included the 25th birthday of Myoora Hostel while Holbrook Hostel celebrated 25 years of support from the ‘Friends of Holbrook Hostel’ volunteers.

Paro the therapeutic robotic baby harp seal was purchased for the memory support unit at Murray Vale Shalem Hostel.

Congratulations to Pam McEvoy of Murray Vale Shalem Hostel who was awarded the NSW/ACT Employee of the Year in the ACSA Awards for Excellence 2017.

Riverina
On the 31st January 2017 our first successful Home Care Accreditation was attained with a result of 18/18.

Facility improvements include a new additional office space and allied health room being built on to existing office premises.

The combined maintenance and gardening position has now been increased to a full-time role while administrative support has been increased by 20 hours per week, from Monday to Friday.

In May 2017, Australia’s Biggest Morning tea was held. We raised $2,703.85 surpassing the previous year’s effort.

The Memory Café which supports people living with dementia is meeting on a weekly basis at the Gumleigh Gardens Community Centre.

North Coast
As a result of our success in the Aged Care Allocation Round, 30 new beds at Richmond Lodge and 26 new beds at Greenhills Lodge were allocated.

Following the Aged Care Reforms in Home Care Packages, we have expanded our geographical area to include Port Macquarie and Taree as well as pushing out from Rathgar Lodge.

This year saw the creation and appointment of a new Regional Educator position, Cate Mowbray was the successful applicant.

We said farewell to Sandie Downsbourgh who was the Programme Manager of the Far North Coast Commonwealth Carer Respite Centre, and who was part of the UPA family for 20 years. Rathgar Lodge appointed a new Care Manager. Pattie Iredale was the successful applicant.

Youth Care has enjoyed ongoing growth and as a result has had to relocate into new premises.

Across the North Coast we are looking forward to growth in all our services.
Meet the Board

LOUISE BUXTON
President (since 2012)
Year appointed: 2009
Qualifications and experience: Bachelor of Science (Hon.), PHD, Diploma of Education, Graduate of the Australian Institute of Company Directors. Over 20 years experience as a Director and Financial Manager of a medium sized family company. Member of the Australian Institute of Company Directors and the Governance Institute of Australia. Member of the Hunter Region District Executive since 1991 and District President since 2005.
Special responsibilities: Member of Projects, Planning, Audit and Risk and Remuneration Committees.

IAN MORANTE
Senior Vice President (since 2012)
Year appointed: 2002
Qualifications and experience: Bachelor of Commerce, Diploma of Financial Planning, Diploma and Advanced Diploma of Financial Services (Super), Fellow of Australian Institute of Superannuation Trustees. Currently Chief Executive Officer of a not-for-profit public offer multi-industry superannuation fund, and a practicing Company Secretary. Extensive experience in administration, governance, investments and management. Active involvement in local Anglican Parish for over 50 years. Member of the Hunter Region District Executive since 2000.
Special responsibilities: Member of Remuneration and Audit and Risk Committees.

JOHN ROACHE
Junior Vice President (since 2012)
Year appointed: 2001
Qualifications and experience: Telegraph mechanic, Radio Trades Certificate, Security Practitioners Certificate, Graduate of the Institution of Fire Engineers (Grad I Fire E), Retired Rural Fire Service crew leader. Member of the Sydney North District Executive since 1982.
Special responsibilities: Chair of Projects and Planning Committees, Member of WHS Committee.

STEVE WALKERDEN
Director and Company Secretary
Year appointed: 1995
Special responsibilities: Member of Projects, Planning, Remuneration and WHS Committees.
SALLY COX
Director (Staff Representative)
Year appointed: 2006
Qualifications and experience:
Master of Health Science
(Gerontology), Graduate Diploma in Gerontology,
Registered Nurse, Orthopaedic Nursing Certificate, qualified auditor with The Australian Aged Care Quality Agency. Extensive experience working in aged care, including the current position of State Care Manager with UPA since 2004 and previous appointments as Deputy and Director of Nursing within both the private and not for profit sector. Currently the chair of UPA’s Clinical Governance and Quality Committee and a member of the ACS Residential Care Advisory Committee.
Special responsibilities: Member of Projects, Planning and WHS Committees.

BARBARA MURRAY
Director – Murry River
Year appointed: 2000
Qualifications and experience:
Pre-school assistant, with many years association with the work of UPA in Albury, NSW.
Special responsibilities:
Member of Projects and Planning Committees.

DAVID WALLACE
Director – Sydney North
Year appointed: 2014
Qualifications and experience:
Bachelor of Business, Certified Practising Accountant (CPA), Justice of the Peace, aged care consultant for 33 years providing operational, financial and strategic advice to not for profit and private operators. Other services have included industry education/training, projects for Federal and State Governments and board membership of aged care operators.
Special responsibilities: Member of Projects Committee and Member of Planning Committee.

HEATHER WOODHOUSE
Director – Molong
Year appointed: 1997
Qualifications and experience:
Extensive experience in retail, farm and catering management. Past Councillor for Cabonne Shire, and involved in local church and other not-for-profit organisations at committee level.

BRUCE TUTTY
Director – Riverina
Year appointed: 1984
Qualifications and experience:
UPA President from 2007 – 2010. Self employed in agriculture since 1962. Member of various UPA committees in Wagga Wagga since 1968, served as District President for 29 years, and involved in the committees of other community not-for-profit organisations.
Special responsibilities: Member of Project, Planning, Audit and Risk, Remuneration and WHS Committees.

JOHN HORSFIELD
Director – Sydney
Year appointed: 2009
Qualifications and experience:
Bachelor of Economics, Fellow of CPA Australia, Fellow of Governance Institute of Australia and Fellow of Financial Services Institute of Australasia, Life Member Australian Institute of Bankers. Over 30 years experience as a Financial Controller and Company Secretary, and extensive managerial experience. Ex-trustee and treasurer of St John’s Parramatta Cathedral Endowment Trust, and previously on the Parish Council for 15 years. Member of the Sydney District Executive since 2007.
Special responsibilities: Chair of Audit and Risk Committee.
Meet the Board continued

ANTHONY SHORT
Director – Orange
Year appointed: 2016
Qualifications and experience:
Bachelor of Law, Bachelor of Business, Bachelor of Applied Science, Certificate of Art History, Solicitor and Chartered Accountant. Former partner Chartered Accounting Firm, Member of Executive Board for UCAD Wontama, Manager of own Law firm, former part time Taxation and Corporate Law lecturer at Charles Sturt University.

Special Responsibilities: Member of Audit and Risk Committee.

LINDSAY DOUST
Director – Far North Coast
Year appointed: 2015
Qualifications and experience:
Chairman of Uniting Church Aged Care for 10 years, Methodist Uniting Church Minister, Licentiate in Theology and Religious Studies, past member of Voluntary Care Association of New South Wales and former State Director of World Vision. Established a hostel for homeless men, a shelter for abused women and a drug rehabilitation farm.

Special responsibilities: Member of Project, Planning and Audit and Risk Committees.

TERENCE O’DEA
Director – Dubbo
Year appointed: 2015
Qualifications and experience:
Certificate of Business Management, OHS Consultation certificate, numerous short courses with Dulux Paint Academy. General Manager of Brennans Mitre 10 (27 years), NSW Store Manager of the Year (2005), President of Dubbo CYMS Football Club (4 years), Former Secretary of Dubbo CYMS Football Club (3 years), Macquarie Social Club President for 5 years. Fundraising for many local fund raising events.

PETER BREMER
Director – Clarence and Mid North Coast
Year Appointed: 2015
Qualifications and experience:
Degree in wool fibre technology. Eighteen years’ experience in the brewing industry as Internal Auditor and involved with accreditation in that industry. Additionally 59 years’ involvement in farming and the agricultural industry, including a family agricultural business.

Special responsibilities: Member of Project, Planning and WHS Committees.
Financial information

THIS FINANCIAL INFORMATION IS A SUMMARY OF THE AUDITED FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2017. THE FULL AUDITED REPORT IS AVAILABLE ON THE UPA WEBSITE.

www.upa.org.au
**Summary Statement of Financial Position**

**AS AT 30 JUNE 2017**

<table>
<thead>
<tr>
<th></th>
<th>2017 $</th>
<th>2016 $</th>
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<tbody>
<tr>
<td><strong>ASSETS</strong></td>
<td></td>
<td></td>
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<tr>
<td>Cash and cash equivalents</td>
<td>124,991,266</td>
<td>127,115,617</td>
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<tr>
<td>Trade and other receivables expected to be received within 12 months</td>
<td>16,081,142</td>
<td>10,299,787</td>
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<tr>
<td>Assets held for sale</td>
<td>–</td>
<td>3,496,147</td>
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<td>Financial assets</td>
<td>23,378,786</td>
<td>15,431,186</td>
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<tr>
<td>Trade and other receivables expected to be received after 12 months</td>
<td>360,000</td>
<td>10,000</td>
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<td>Capital work in progress</td>
<td>14,048,451</td>
<td>32,022,366</td>
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<tr>
<td>Property, plant and equipment</td>
<td>273,288,654</td>
<td>221,319,113</td>
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<tr>
<td><strong>Total assets</strong></td>
<td>452,148,299</td>
<td>409,694,216</td>
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<tr>
<td><strong>LIABILITIES</strong></td>
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<tr>
<td>Trade and other payables</td>
<td>13,604,777</td>
<td>16,597,025</td>
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<td>Refundable loans expected to be paid within 12 months</td>
<td>48,268,510</td>
<td>42,565,157</td>
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<td>Provisions expected to be paid within 12 months</td>
<td>4,843,313</td>
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<td>Refundable loans expected to be paid after 12 months</td>
<td>174,271,401</td>
<td>143,527,187</td>
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<tr>
<td>Provisions expected to be paid after 12 months</td>
<td>893,557</td>
<td>901,224</td>
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<tr>
<td><strong>Total liabilities</strong></td>
<td>241,881,558</td>
<td>207,710,668</td>
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<tr>
<td><strong>Net assets</strong></td>
<td>210,266,741</td>
<td>201,983,548</td>
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<tr>
<td><strong>EQUITY</strong></td>
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<tr>
<td>Accumulated funds</td>
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<td>200,804,346</td>
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<td>Reserves</td>
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<td>1,179,202</td>
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<tr>
<td><strong>Total equity</strong></td>
<td>210,266,741</td>
<td>201,983,548</td>
</tr>
</tbody>
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### Summary Statement of Profit and Loss and Other Comprehensive Income

**FOR THE YEAR ENDED 30 JUNE 2017**

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<tr>
<th></th>
<th>Note</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUE</strong></td>
<td>4</td>
<td>102,144,439</td>
<td>95,095,451</td>
</tr>
<tr>
<td>Other income</td>
<td>4</td>
<td>227,610</td>
<td>1,725,679</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td></td>
<td>102,372,049</td>
<td>96,821,130</td>
</tr>
<tr>
<td><strong>EXPENSES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration expenses</td>
<td></td>
<td>(4,458,387)</td>
<td>(4,996,649)</td>
</tr>
<tr>
<td>Cleaning and laundry expenses</td>
<td></td>
<td>(1,993,386)</td>
<td>(1,836,227)</td>
</tr>
<tr>
<td>Depreciation and amortisation</td>
<td></td>
<td>(10,750,280)</td>
<td>(9,608,684)</td>
</tr>
<tr>
<td>Finance costs</td>
<td></td>
<td>(249,688)</td>
<td>(297,334)</td>
</tr>
<tr>
<td>Food supplies</td>
<td></td>
<td>(3,777,683)</td>
<td>(3,135,000)</td>
</tr>
<tr>
<td>Impairment loss</td>
<td></td>
<td>–</td>
<td>(16,164)</td>
</tr>
<tr>
<td>Maintenance costs</td>
<td></td>
<td>(3,357,595)</td>
<td>(3,432,344)</td>
</tr>
<tr>
<td>Resident and client expenses</td>
<td></td>
<td>(4,824,810)</td>
<td>(4,263,791)</td>
</tr>
<tr>
<td>Salaries and employee benefits</td>
<td></td>
<td>(59,776,089)</td>
<td>(55,935,547)</td>
</tr>
<tr>
<td>Utilities</td>
<td></td>
<td>(1,754,974)</td>
<td>(1,663,497)</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td>(4,980,763)</td>
<td>(4,485,904)</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td></td>
<td>(95,923,655)</td>
<td>(89,671,141)</td>
</tr>
<tr>
<td>Surplus before income tax</td>
<td></td>
<td>6,448,394</td>
<td>7,149,989</td>
</tr>
<tr>
<td>Income tax expense</td>
<td></td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Surplus for the year</td>
<td></td>
<td>6,448,394</td>
<td>7,149,989</td>
</tr>
<tr>
<td>Other comprehensive income</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Items that may be reclassified subsequently to profit or loss</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair value gains (losses) on available-for-sale financial assets</td>
<td></td>
<td>1,834,799</td>
<td>(14,154)</td>
</tr>
<tr>
<td>Other comprehensive income for the year</td>
<td></td>
<td>1,834,799</td>
<td>(14,154)</td>
</tr>
<tr>
<td>Total comprehensive income for the year</td>
<td></td>
<td>8,283,193</td>
<td>7,135,835</td>
</tr>
</tbody>
</table>
# Summary Statement of Cash Flows

**FOR THE YEAR ENDED 30 JUNE 2017**

<table>
<thead>
<tr>
<th>Description</th>
<th>2017 $</th>
<th>2016 $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CASH FLOWS FROM OPERATING ACTIVITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receipts from customers and government</td>
<td>96,411,589</td>
<td>84,744,115</td>
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<tr>
<td>Payments to suppliers and employees</td>
<td>(91,203,786)</td>
<td>(80,443,651)</td>
</tr>
<tr>
<td>Dividends received</td>
<td>688,318</td>
<td>339,611</td>
</tr>
<tr>
<td>Donations and bequests received</td>
<td>164,320</td>
<td>57,884</td>
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<tr>
<td>Interest received</td>
<td>3,330,584</td>
<td>5,030,008</td>
</tr>
<tr>
<td>Other receipts</td>
<td>427,822</td>
<td>527,792</td>
</tr>
<tr>
<td>Interest paid</td>
<td>(248,404)</td>
<td>(297,334)</td>
</tr>
<tr>
<td>Net GST refunded (paid)</td>
<td>3,179,422</td>
<td>3,280,650</td>
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<tr>
<td><strong>Net cash flows from operating activities</strong></td>
<td>12,749,865</td>
<td>13,239,075</td>
</tr>
<tr>
<td><strong>CASH FLOWS FROM INVESTING ACTIVITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchase of property, plant and equipment - residential</td>
<td>(2,028,968)</td>
<td></td>
</tr>
<tr>
<td>Purchase of property, plant and equipment - other</td>
<td>(21,821,656)</td>
<td>(26,572,719)</td>
</tr>
<tr>
<td>Purchase of capital works in progress - residential</td>
<td>(11,689,481)</td>
<td></td>
</tr>
<tr>
<td>Purchase of capital works in progress - other</td>
<td>(9,100,988)</td>
<td></td>
</tr>
<tr>
<td>Proceeds from sale of property, plant and equipment</td>
<td>389,579</td>
<td>271,350</td>
</tr>
<tr>
<td>Proceeds from sale of assets held for sale</td>
<td>3,496,147</td>
<td></td>
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<tr>
<td>Purchase of available-for-sale financial assets</td>
<td>(6,043,707)</td>
<td>(9,494,987)</td>
</tr>
<tr>
<td>Proceeds from sale of available-for-sale financial assets</td>
<td>1,247</td>
<td></td>
</tr>
<tr>
<td><strong>Net cash flows from investing activities</strong></td>
<td>(46,797,827)</td>
<td>(35,796,356)</td>
</tr>
<tr>
<td><strong>CASH FLOWS FROM FINANCING ACTIVITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proceeds from refundable accommodation deposits</td>
<td>37,018,454</td>
<td>30,043,440</td>
</tr>
<tr>
<td>Proceeds from refundable entry contributions</td>
<td>28,708,714</td>
<td>20,806,307</td>
</tr>
<tr>
<td>Repayment of refundable accommodation deposits</td>
<td>(21,582,934)</td>
<td>(20,494,396)</td>
</tr>
<tr>
<td>Repayment of refundable entry contributions</td>
<td>(12,220,623)</td>
<td>(13,905,920)</td>
</tr>
<tr>
<td>Repayment of borrowings</td>
<td>–</td>
<td>(1,100,000)</td>
</tr>
<tr>
<td><strong>Net cash flows from financing activities</strong></td>
<td>31,923,611</td>
<td>15,349,431</td>
</tr>
<tr>
<td>Net increase in cash and cash equivalents</td>
<td>(2,124,351)</td>
<td>(7,207,850)</td>
</tr>
<tr>
<td>Cash and cash equivalents at the beginning of the financial year</td>
<td>127,115,617</td>
<td>134,323,467</td>
</tr>
<tr>
<td>Cash and cash equivalents at the end of the financial year</td>
<td>124,991,266</td>
<td>127,115,617</td>
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</tbody>
</table>
### Note 4 - Revenue

<table>
<thead>
<tr>
<th>Service Type</th>
<th>2017 $</th>
<th>2016 $</th>
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</thead>
<tbody>
<tr>
<td><strong>Residential Aged Care Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Government subsidies and recurrent grants</td>
<td>52,536,084</td>
<td>47,173,433</td>
</tr>
<tr>
<td>Resident fees and charges</td>
<td>16,060,077</td>
<td>15,293,293</td>
</tr>
<tr>
<td>Other revenue</td>
<td>211,261</td>
<td>247,940</td>
</tr>
<tr>
<td>Daily accommodation payments</td>
<td>1,110,606</td>
<td>805,400</td>
</tr>
<tr>
<td>Accommodation bond periodic payments</td>
<td>197,538</td>
<td>122,274</td>
</tr>
<tr>
<td>Retentions from accommodation bonds</td>
<td>462,225</td>
<td>699,514</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>70,577,791</td>
<td>64,341,854</td>
</tr>
<tr>
<td><strong>Retirement Villages</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resident fees and charges</td>
<td>4,450,182</td>
<td>4,196,542</td>
</tr>
<tr>
<td>Other revenue</td>
<td>353,451</td>
<td>454,249</td>
</tr>
<tr>
<td>Retentions from resident entry contributions</td>
<td>4,653,833</td>
<td>4,307,424</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>9,457,466</td>
<td>8,958,215</td>
</tr>
<tr>
<td><strong>Community Care</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Government subsidies and recurrent grants</td>
<td>8,389,937</td>
<td>7,226,224</td>
</tr>
<tr>
<td>Client fees and charges</td>
<td>7,145,791</td>
<td>8,423,536</td>
</tr>
<tr>
<td>Other revenue</td>
<td>1,237,794</td>
<td>628,772</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>16,773,522</td>
<td>16,278,532</td>
</tr>
<tr>
<td><strong>Other Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dividends</td>
<td>688,318</td>
<td>339,611</td>
</tr>
<tr>
<td>Donations and bequests</td>
<td>214,347</td>
<td>55,346</td>
</tr>
<tr>
<td>Interest income - third parties</td>
<td>3,521,178</td>
<td>4,066,572</td>
</tr>
<tr>
<td>Fundraising income</td>
<td>6,235</td>
<td>5,661</td>
</tr>
<tr>
<td>Property rent</td>
<td>292,702</td>
<td>277,644</td>
</tr>
<tr>
<td>Other revenue</td>
<td>212,814</td>
<td>365,595</td>
</tr>
<tr>
<td>Sales of merchandise</td>
<td>400,066</td>
<td>406,421</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>5,335,660</td>
<td>5,516,850</td>
</tr>
<tr>
<td><strong>Total revenue</strong></td>
<td>102,144,439</td>
<td>95,095,451</td>
</tr>
<tr>
<td><strong>Other Income</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net gain on the disposal of property, plant and equipment</td>
<td>211,165</td>
<td>78,936</td>
</tr>
<tr>
<td>Net gain on sale of available-for-sale financial assets</td>
<td>–</td>
<td>1,629,618</td>
</tr>
<tr>
<td>Insurance recovery</td>
<td>16,445</td>
<td>17,125</td>
</tr>
<tr>
<td><strong>Total other income</strong></td>
<td>227,610</td>
<td>1,725,679</td>
</tr>
<tr>
<td><strong>Total revenue and other income</strong></td>
<td>102,372,049</td>
<td>96,821,130</td>
</tr>
</tbody>
</table>
Notes to the Summary of Financial Statements continued

<table>
<thead>
<tr>
<th>DISTRICT SEGMENTS</th>
<th>Hunter</th>
<th>Far North Coast</th>
<th>Mid North Coast</th>
<th>Orange</th>
<th>Molong</th>
<th>Dubbo</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2017 $</strong></td>
<td>1,752,314</td>
<td>1,939,092</td>
<td>3,734,324</td>
<td>3,304,607</td>
<td>990,699</td>
<td>999,439</td>
</tr>
<tr>
<td><strong>2016 $</strong></td>
<td>1,752,314</td>
<td>1,939,092</td>
<td>3,734,324</td>
<td>3,304,607</td>
<td>990,699</td>
<td>999,439</td>
</tr>
<tr>
<td><strong>Revenue</strong></td>
<td>2,737,177</td>
<td>2,413,842</td>
<td>661,175</td>
<td>732,328</td>
<td>2,997,957</td>
<td>2,560,605</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td>1,430,418</td>
<td>1,247,204</td>
<td>331,790</td>
<td>256,813</td>
<td>933,701</td>
<td>790,803</td>
</tr>
<tr>
<td><strong>Net income</strong></td>
<td>1,306,759</td>
<td>1,166,638</td>
<td>330,385</td>
<td>299,015</td>
<td>2,064,256</td>
<td>1,768,792</td>
</tr>
</tbody>
</table>

**REVENUE**

- Resident & client fees and charges
- Government subsidies and grants
- Interest income
- Fundraising income
- Net gains on sale of non-current assets
- Other income

**EXPENSES**

- Employee expenses
- Depreciation and amortisation
- Interest expense
- Other expenses

**SEGMENT ASSETS**

Current assets
Non-current assets
Total segment assets

**SEGMENT LIABILITIES**

Current liabilities
Non-current liabilities
Total segment liabilities

**CAPITAL EXPENDITURE**

**CASH FLOW INFORMATION**

Cash as at 1 July
Net cash flow from:
- Operating activities
- Investing activities
- Financing activities

Net cash increase (decrease)
Cash as at 30 June
<table>
<thead>
<tr>
<th></th>
<th>Yeoval</th>
<th>Riverina</th>
<th>Murray River</th>
<th>Sydney North</th>
<th>Sydney</th>
<th>Corporate</th>
<th>Inter-District Elim.</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017 $</td>
<td>532,744</td>
<td>540,715</td>
<td>567,791</td>
<td>535,517</td>
<td>5,013,946</td>
<td>5,234,486</td>
<td>3,382,800</td>
<td>4,017,779</td>
</tr>
<tr>
<td>2016 $</td>
<td>564,967</td>
<td>525,678</td>
<td>554,212</td>
<td>5,154,323</td>
<td>5,091,123</td>
<td>5,634,761</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>2015 $</td>
<td>571,528</td>
<td>5,016,283</td>
<td>5,937,085</td>
<td>5,154,323</td>
<td>5,154,323</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>2014 $</td>
<td>607,304</td>
<td>5,632,749</td>
<td>619,500</td>
<td>607,304</td>
<td>607,304</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>2013 $</td>
<td>1,028,329</td>
<td>826,507</td>
<td>750,481</td>
<td>1,028,329</td>
<td>1,028,329</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>2012 $</td>
<td>1,500</td>
<td>–</td>
<td>1,429,378</td>
<td>1,500</td>
<td>1,500</td>
<td>–</td>
<td>–</td>
<td>–</td>
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<tr>
<td>2011 $</td>
<td>2,656,908</td>
<td>2,347,006</td>
<td>2,590,485</td>
<td>2,656,908</td>
<td>2,656,908</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>2010 $</td>
<td>2,661,209</td>
<td>2,917,328</td>
<td>2,550,066</td>
<td>2,661,209</td>
<td>2,661,209</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>2009 $</td>
<td>2,661,209</td>
<td>2,917,328</td>
<td>2,550,066</td>
<td>2,661,209</td>
<td>2,661,209</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>2008 $</td>
<td>2,661,209</td>
<td>2,917,328</td>
<td>2,550,066</td>
<td>2,661,209</td>
<td>2,661,209</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>2007 $</td>
<td>2,661,209</td>
<td>2,917,328</td>
<td>2,550,066</td>
<td>2,661,209</td>
<td>2,661,209</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>2006 $</td>
<td>2,661,209</td>
<td>2,917,328</td>
<td>2,550,066</td>
<td>2,661,209</td>
<td>2,661,209</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>2005 $</td>
<td>2,661,209</td>
<td>2,917,328</td>
<td>2,550,066</td>
<td>2,661,209</td>
<td>2,661,209</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>2004 $</td>
<td>2,661,209</td>
<td>2,917,328</td>
<td>2,550,066</td>
<td>2,661,209</td>
<td>2,661,209</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>2003 $</td>
<td>2,661,209</td>
<td>2,917,328</td>
<td>2,550,066</td>
<td>2,661,209</td>
<td>2,661,209</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>2002 $</td>
<td>2,661,209</td>
<td>2,917,328</td>
<td>2,550,066</td>
<td>2,661,209</td>
<td>2,661,209</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>2001 $</td>
<td>2,661,209</td>
<td>2,917,328</td>
<td>2,550,066</td>
<td>2,661,209</td>
<td>2,661,209</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>2000 $</td>
<td>2,661,209</td>
<td>2,917,328</td>
<td>2,550,066</td>
<td>2,661,209</td>
<td>2,661,209</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>1999 $</td>
<td>2,661,209</td>
<td>2,917,328</td>
<td>2,550,066</td>
<td>2,661,209</td>
<td>2,661,209</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
</tbody>
</table>
Directory of services

HEAD OFFICE
(REGISTERED OFFICE)
Suite 302, Level 3,
108-114 George Street
Hornsby NSW 2077
(02) 9482 4530

NORTH COAST – FNC & MNC ADMINISTRATION OFFICE
PO Box 10 Alstonville 2477
(02) 6628 5559

FAR NORTH COAST
Greenhills Lodge
Residential Care (44 beds)
437 Tweed Valley Way
Sth Murwillumbah 2484
(02) 6672 3435
Richmond Lodge / DVAHC
Residential Care (30 beds)
DVA Home Care (8 places)
67 Barker St Casino 2470
(02) 6662 1937
Richmond Self Care
Retirement (Self Care, 13 units)
67 Barker St Casino 2470
(02) 6662 1937
Tweed Heads HCP / DVAHC / CHSP
Home Care (155 places)
DVA Home Care (298 places)
PO Box 6671 Tweed Heads
Sth 2486
(07) 5524 8303
Far North Coast Carer Respite
(1298 clients)
103 Main St
Alstonville 2477
(02) 6628 6911 / 1800 052 222
Youth Care
Child and Adolescent Care
(64 placements)
PO Box 414 Alstonville 2477
(02) 6620 4400

MID NORTH COAST
Rathgar Lodge / DVAHC / HCP
Residential Care (32 beds)
Home Care (20 places)
DVA Home Care (16 places)
30 Lynhaven Cres Ulmarra 2462
(02) 6644 5475
Rathgar Self Care
Retirement (Self Care, 4 units)
30 Lynhaven Cres Ulmarra 2462
(02) 6644 5475
Mid North Coast Carer Respite
(1572 clients)
2/9 River St Macksville 2447
(02) 6568 4164 / 1800 052 222
Retro Opportunity Shop
9 Coldstream St Ulmarra 2462
(02) 6628 5559

DUBBO
Administration Office
315 Macquarie St Dubbo 2830
(02) 6884 4604
Bracken House / HCP / DVAHC / CHSP
Residential Care (73 beds)
Home Care (66 places)
DVA Home Care (4 places)
315 Macquarie St Dubbo 2830
(02) 6884 4604
Lillimur Cottages
Retirement (Self Care, 14 cottages)
315 Macquarie St Dubbo 2830
(02) 6884 4604
Lillimur Op Shop
Opportunity Shop
122 Brisbane St Dubbo 2830
(02) 6884 9210
Oxley Village
Retirement (Self Care, 31 units)
331 Macquarie St Dubbo 2830
(02) 6884 4604

YEoval
Administration Office
315 Macquarie St Dubbo 2830
(02) 6884 4604
Yeoval Aged Care / HCP
Residential Care (27 beds)
Home Care (12 places)
3-7 Lord St Yeoval 2868
(02) 6846 4100

HUNTER
Administration Office
100 Lake Rd Wallsend 2287
(02) 4951 3700
Hunter HCP
Home Care (14 places)
100 Lake Rd Wallsend 2287
(02) 4951 3700
Ellimatta
Retirement (Self Care, 17 units)
12 Sarina St Maryland 2287
(02) 4951 3700
Sarina Court
Retirement (Self Care, 12 units)
12 Sarina St Maryland 2287
(02) 4951 3700
Woodlands Grove
Retirement (Self Care, 24 units)
100 Lake Rd Wallsend 2287
(02) 4951 3700
Woodlands Lodge
Residential Care (72 beds)
100 Lake Rd Wallsend 2287
(02) 4951 3700
Woodlands Place
Retirement (Self Care, 30 units)
100 Lake Rd Wallsend 2287
(02) 4951 3700
CENTRAL WEST – ORANGE & MOLONG

Administration Office
PO Box 8090 East Orange 2800
(02) 6362 7820

ORANGE

Ascott Gardens / HCP
Residential Care (62 beds)
Home Care (43 places)
STRC (8 places)
83 Spring St Orange 2800
(02) 6362 2201

Kooronga Lodge
Retirement (Self Care, 10 units)
35–39 Kooronga Ave Orange 2800
(02) 6362 7820

Sunset Vista Village
Retirement (Self Care, 13 units)
64 Nile St Orange 2800
(02) 6362 7820

Astill Court
Retirement (Self Care, 44 units)
102–110 Autumn St Orange 2800
(02) 6362 7820

Buena Vista Op Shop
Opportunity Shop
197–199 Peisley St Orange 2800
(02) 6361 7884

MOLOG

Molong Lodge
Retirement (Self Care, 22 units)
Bells Lane Molong 2866
(02) 6362 7820

Prunus Lodge / HCP
Residential Care (28 beds)
Home Care (8 places)
Bells Lane Molong 2866
(02) 6366 8097

SYDNEY NORTH

Administration Office
PO Box 273 Wahroonga 2076
(02) 9450 8300

Redleaf
Serviced Apartments (52)
1630 Pacific Hwy Wahroonga 2076
(02) 9450 8310

RJ Martin and Northcott
Retirement (Self Care, 7 units)
1614 Pacific Hwy Wahroonga 2076
(02) 9487 1337

Rosetta Park
Retirement (Self Care, 36 units)
1634 Pacific Hwy Wahroonga 2076
(02) 9450 8311

St Erme’s Court
Retirement (Self Care, 24 units)
5–7 Isis St Wahroonga 2076
(02) 9450 8300

Thomas and Rosetta Agst
Nursing Home (29 beds)
Special Care Residential Care (32 beds)
1634 Pacific Hwy Wahroonga 2076
(02) 9450 8320

SYDNEY DISTRICT

Administration Office
PO Box 17 Pendle Hill 2145
(02) 8197 9303

Heiden Park
Residential Care (85 beds)
16 Matthews St Carramar 2163
(02) 8197 9325

Melrose Lodge
Residential Care (80 beds)
123–157 Bungaree Rd
Pendle Hill 2145
(02) 8197 9300

Melrose Village
Retirement (Self Care, 42 units)
123–157 Bungaree Rd
Pendle Hill 2145
(02) 8197 9300

Sydney HCP
Home Care (174 places)
123–157 Bungaree Rd
Pendle Hill 2145
(02) 8197 9300

Frank and Jess Kennett
Residential Care (44 beds)
1A Railway Crescent Stanwell Park 2508
(02) 4291 3000

Hillcrest Village
Retirement (Self Care, 28 units)
1A Railway Crescent Stanwell Park 2508
(02) 8197 9304

The Laurels
Residential Care (27 beds)
45 English St Kogarah 2217
(02) 9588 4312
Directory of services continued

RIVERINA

Administration Office
PO Box 5630 Wagga Wagga 2650
(02) 6921 3219

Gumleigh Gardens
Retirement (Self Care, 51 units)
23 Albury St Wagga Wagga 2650
(02) 6921 3219

Knightleigh Cottages
Retirement (Self Care, 7 units)
John Street The Rock 2655
(02) 6921 3219

W.T. Wilson Homes
Retirement (Self Care, 8 units)
North St West Wyalong 2671
(02) 6921 3219

Riverina Home Care
Home Care (12 places)
23 Albury St Wagga Wagga 2650
(02) 6921 3219

MURRAY RIVER

Administration Office
PO Box 123 Lavington 2641
(02) 6025 1776

Murray Vale Self Care
Retirement (Self Care, 93 units)
Wagga Rd Lavington 2641
(02) 6025 1776

Oolong
Residential Care (21 beds)
91–97 Sturt St Howlong 2643
(02) 6026 6800

Holbrook Village
Residential Care (21 beds)
45-47 Bowler St Holbrook 2644
(02) 6036 2817

Jindera Aged Care Services
Residential Care (21 beds)
80 Creek St Jindera 2642
(02) 6026 3799

Gumleigh Gardens Aged Care
Residential Care (44 beds)
29–35 Shaw St Wagga Wagga 2650
(02) 6931 0409

Murray HCP / CHSP
Home Care (20 places)
342 Wagga Rd Lavington 2641
(02) 6025 1776

Amaroo Day Club
Dementia Day Club
342 Wagga Rd Lavington 2641
(02) 6025 1776