



**ABORIGINAL
COMMUNITY
ELDERS
SERVICES INC.**



**ANNUAL
REPORT**

2019/2020

**WE ACKNOWLEDGE
AND PAY RESPECTS
TO THE TRADITIONAL
OWNERS AND FIRST
NATIONS PEOPLES
ACROSS VICTORIA.
WE PAY OUR RESPECTS
TO ELDERS PAST AND
PRESENT.**

Accessibility

We are committed to providing accessible services to all our community members. If you have difficulty in understanding this report, **contact us on 03 9383 4244** and we will arrange assistance for you.

Disclaimer

This report contains images and names of people who have passed away.

Contents

Leadership reports	4
Structure and services	8
Residential Care	14
Lifestyle Programs	20
Planned Activity Group	24
Koorie Community Aged Care Program	25
Facilities Management	26
Culinary Services	30
Financial Management	32
Financial statement	34
The year ahead	36
Remembering those who have passed	38

In this report we have presented a summary of our activities for the twelve months to the end of June 2020. We also offer you a pictorial view of ACES as an organisation. A service with the wonderful and rich cultural heritage and dedicated staff who ensure we function 24 hours a day, 365 days a year, and most importantly provide a home for our Elders. ACES is also much more than this.



We are committed to advocating for the rights of the Elders of our community as they age. They fought for the rights we enjoy today and we need to look out for them and ensure they continue to enjoy their rights too.

CHAIRPERSON'S REPORT

John Brown
ACES CHAIRPERSON

As an Elder myself, I am proud to be the Chairperson of an extraordinary organisation like ACES.

The last financial year has been a tumultuous one for us. Our community needs to know that the Commonwealth Government appointed an Administrator to oversee the operations of ACES because of issues with our management. This is something which, as the Chair, I take very seriously and am committed to repairing as soon as possible. One of the important steps we took was to appoint a permanent CEO, James Atkinson to see us through this phase and into the future.

The second half of the financial year, introduced us all to the COVID pandemic, during which time we experienced severe constraints to our freedom and association in order to protect our Elders and other vulnerable people in Victoria. In this regard, I am relieved and extremely pleased that to date none of ACES residents or staff were affected by COVID.

I want to thank all the staff for their commitment and hard work during 2019-20 and beyond. I also want to acknowledge the tremendous work of my fellow board members for their contribution to ACES. This is a voluntary commitment to our community and our people. They are all busy and have been throughout their lives, standing up for our rights and for improving the lives of all Aboriginal people.



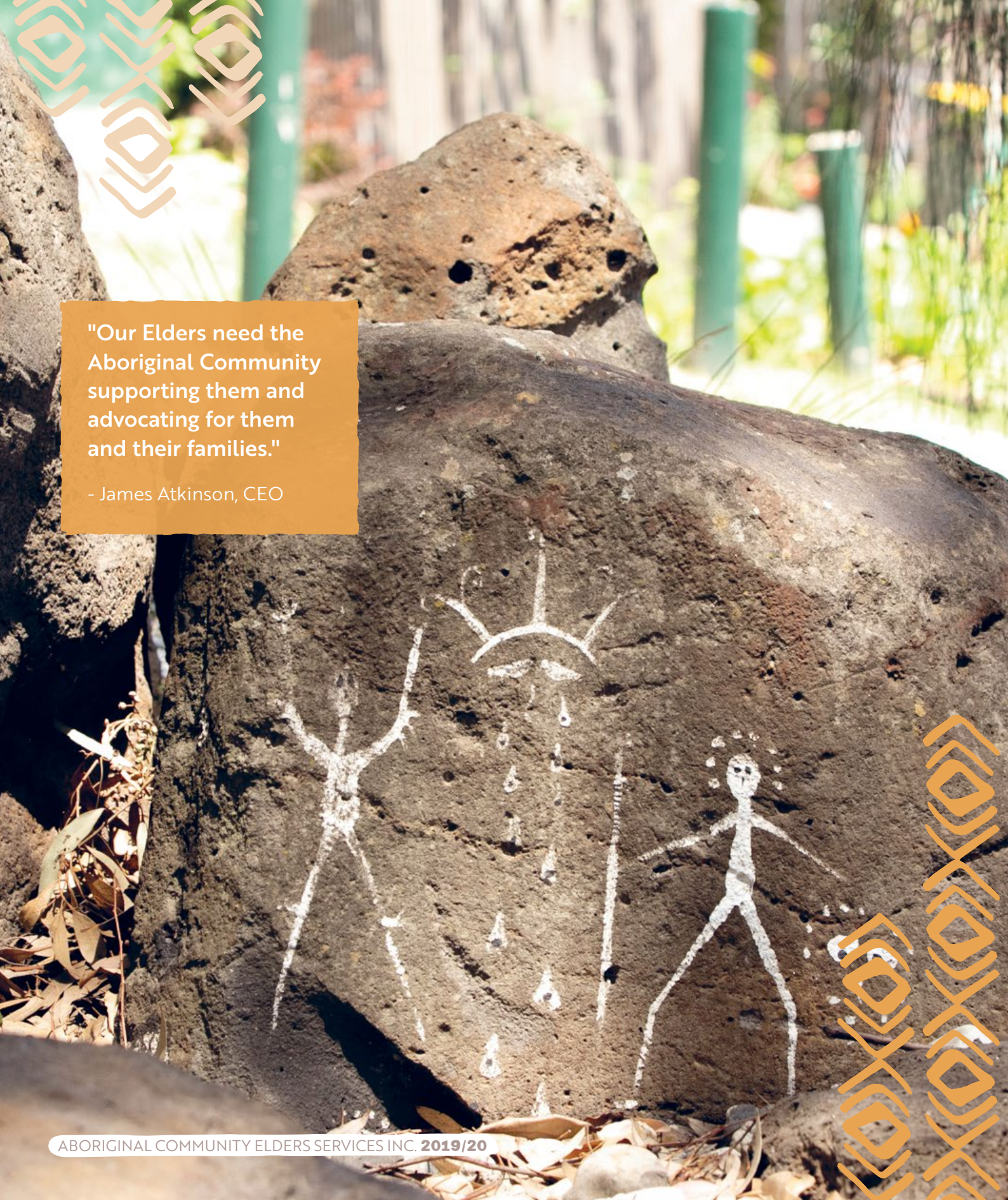
The past 18 months, especially the last nine months, are once-in-a-lifetime experience that is also life-changing. In many ways we don't know yet what this means. For ACES and for the aged care and Elders services sector, it will mean changed standards of service and operations.

I commend this report to you.



"COVID has impacted on so many in our community and globally during the pandemic, our CEO and staff have done an extraordinary job in keeping our Elders safe. I cannot commend them highly enough for their work."

- John Brown, Chairperson



"Our Elders need the Aboriginal Community supporting them and advocating for them and their families."

- James Atkinson, CEO



CEO'S REPORT

James Atkinson
(Appointed December 2019)

I commenced my role as the ACES CEO in late December 2019, midway through the last financial year. ACES I have found, faces many challenges however, they cannot be as severe as the one we are currently experiencing in the COVID pandemic.



As a service that also operates an aged care centre and hostel for older people our clients have been in the highly vulnerable and susceptible group in relation to COVID, yet we have managed to keep our residents and staff COVID free to date. All our staff and board should be immensely proud of this achievement.

Given the once in a hundred year event that COVID is, we have been largely focused on keeping it at bay and ensuring our Elders remain shielded and safe. During the course of the pandemic we have nevertheless had to continue dealing with the other regular day-to-day issues a 24 hour caring service has.

My focus has been on COVID safety and more recently on recovery. We have had to make changes to our service delivery and care operations to minimise the risk of COVID entering our facility. Aged care has been a highly vulnerable area of operations because of the well-publicised lack of resourcing and the previously precarious aspects of the workforce including staff working in multiple centres and poorly paid staff.

Having had many years of working for and with Aboriginal community-controlled organisations, I know it is not enough to just be involved in service delivery. The structure and nature of the service system is based on policy and funding which is not designed for the needs of Aboriginal people or with our cultural protocols in mind. That is why ACES like other ACCOs needs to be an advocate as well.

Our Elders need the Aboriginal community supporting them and advocating for them and their families.

I will continue to work to hold the aged care sector accountable and to ensure ACES continues to provide an effective and efficient service for our Elders within ACES, and how it transcends to the Elders within our community.

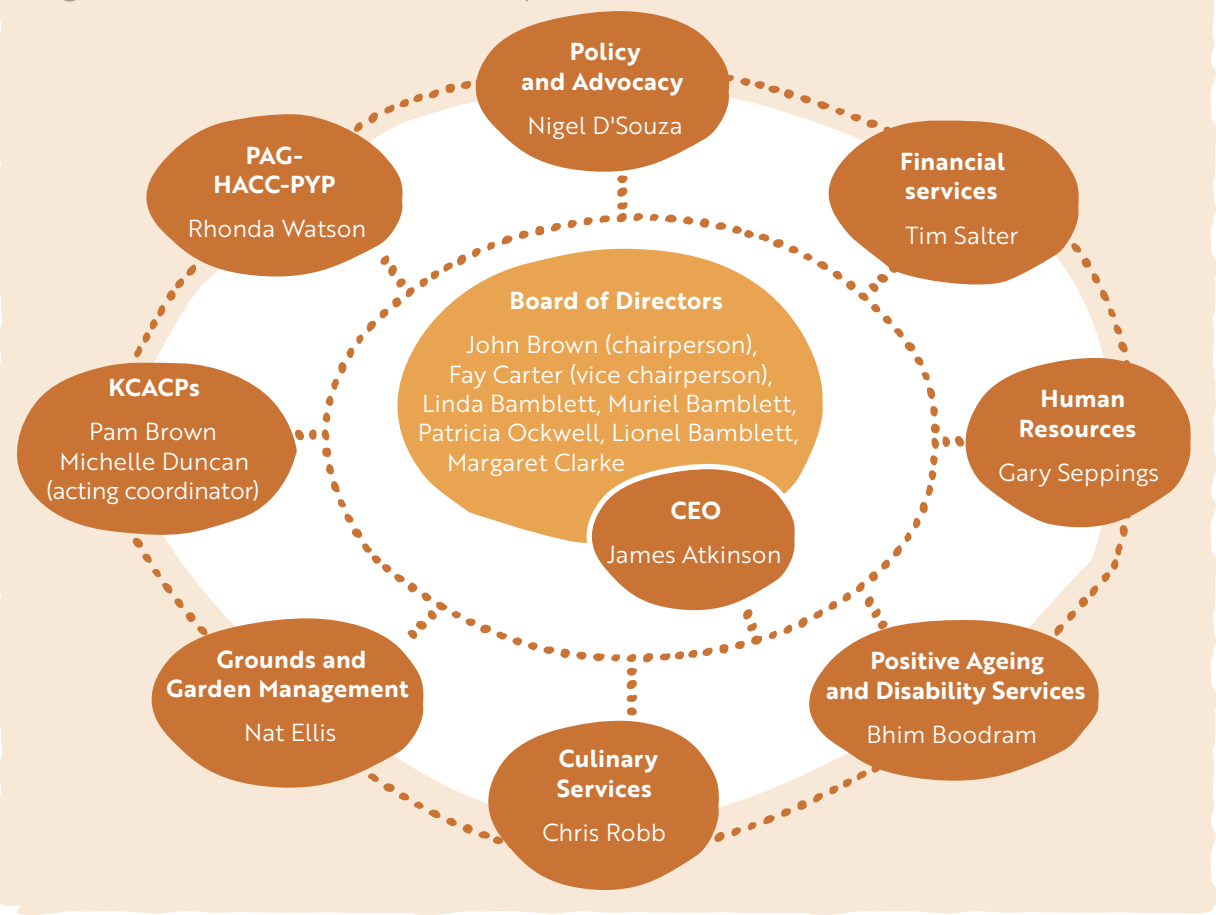
STRUCTURE AND SERVICES

Our dedicated board, passionate CEO and skilled department managers provide ACES with a strong foundation.



The government and leadership team work together to coordinate a broad range of services that ensure the rights and wellbeing of the Elders of our community as they age. These services are summarised on the following pages.

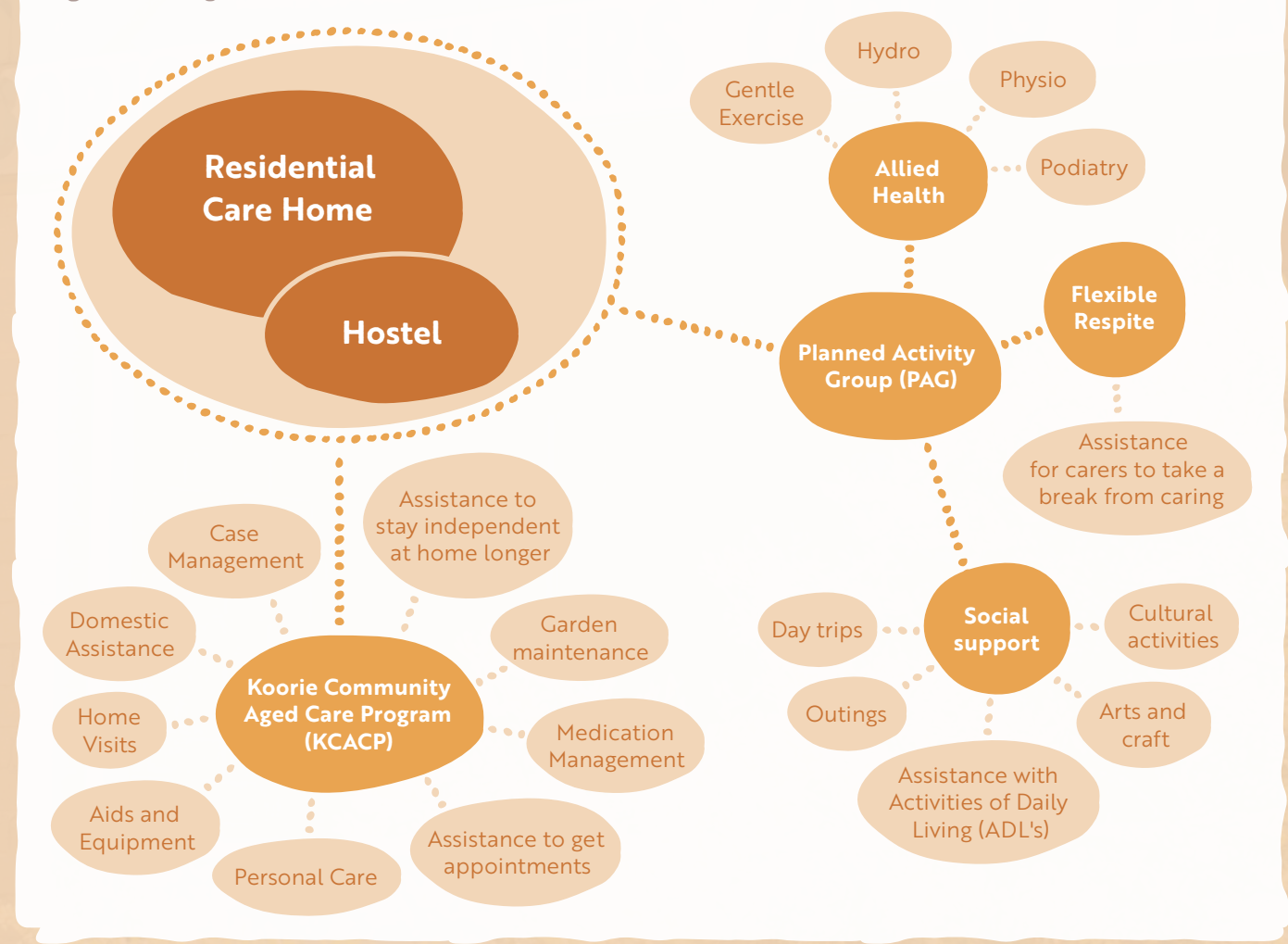
Figure 1: Governance and leadership



Our Residential Care home serves as the main hub for our organisation. Much of our team is based here and the bulk of our services delivered onsite.

In order to cater to the diverse needs of our Elders and to support them, we also offer outreach and services in the community such as Home Care Support.

Figure 2: Programs and services



BOARD OF DIRECTORS

John Brown - Chairperson

Descendant of the Wiradjeri people and the Dja Dja Wurrung people. John has served on the ACES Board for 6 years in various positions including Vice Chairperson and Secretary.

John has been an active member of the Melbourne Koori community all his life. Other Aboriginal Community controlled boards he has served on include, the Victorian Aboriginal Health Service and Yappera Children's Service. He has been involved in various advisory panels on Koori education in Universities and TAFEs.

John has coordinated various Koori Basketball Carnivals (including Regional and State-wide). Up until recently John was involved in the Thornbury Basketball Club where he held the position of president for 20 years.

He served with the Australian Army for over 15 years and reached the rank of Sergeant. His employment experience in the Aboriginal community includes the Victorian Aboriginal Health Service; Yappera Children's Services and the Dandenong Aboriginal Cooperative. John is currently an ACLO for Victoria Police.



Fay Carter OAM – Vice Chairperson

An Elder of the Yorta Yorta and Dja Dja Wurrung people. Following in the footsteps of her Elders, Fay has been involved in the struggle for rights for her people over the past 30+ years. She has held a variety of positions in both government departments and Aboriginal community organisations, always with a commitment to self-determination.

Fay has been involved with ACES from its beginning and worked as manager for many years. She sees these years as very rewarding, allowing her to give something back to the Elders who paved the way through their struggle before her. She sees the Elders' leadership role as one of Aboriginal society's greatest assets and is keen to see that role strengthened today.

In 2001, Fay received a Centenary Medal. She was inducted to the Victorian Honour Roll of Women in 2004 and made patron for VACCA'S Child Abuse Conference the same year. In 2013, she appeared in a campaign to launch the First Peoples exhibit at Melbourne Museum's Bunjilaka Aboriginal Cultural Centre.

VACCA Life Member, Fay was appointed a Medal of the Order of Australia, an OAM in 2019 for her services to community.



Linda Bamblett - Treasurer

Proud Bangerang/Wiradjuri woman. Linda is the Chief Executive Officer at the Victorian Aboriginal Community Services Association Limited (VACSAL). She has worked at Bert Williams Aboriginal Youth Services as well as VACSAL Family and Children's Services. Linda has her Certificate IV and a Diploma of Youth work.

Linda sits on many committees and is also a founding member of Yappera Children's Services. Linda is a long serving member of VAEAI. Linda is Secretary on the Board of Management for VAHS and Treasurer of Fitzroy Stars Football club. Linda is the current Chairperson of North Metro Regional Aboriginal Justice Advisory Committee and had been acknowledged for ten years commitment to the Aboriginal Justice Forum.



Muriel Bamblett AO

A Yorta Yorta and Dja Dja Wurrung woman who has been employed as the Chief Executive Officer of the Victorian Aboriginal Child Care Agency since 1999. From 1998 to 2008 Muriel chaired the Secretariat of National Aboriginal and Islander Child Care (SNAICC), the peak Australian agency for Indigenous child and family services and was re-appointed as Chair in 2018.

Muriel is active on many boards and committees concerning children, families and the Indigenous community, including the Aboriginal Children's Forum; the Dhelk Dja Family Violence Partnership Forum, the Aboriginal Justice Forum, the Treaty Assembly and the Aboriginal Community Elders Service.

Muriel's contribution to her community and Victoria has been recognised in many awards. In 2019 Muriel was awarded an Officer of the Order of Australia (AO) in the Australia Day Honours for distinguished service to the Indigenous community in Victoria as an advocate for the self determination and cultural rights of children. Muriel has been inducted into the Victorian Indigenous Honour Roll and the Victorian Honour Roll of Women.



Patricia Ockwell

Respected Elder and proud Wurundjeri woman who has served her community through her work in hostels, housing and justice.

For over 30 years Pat has also played a major role with the Aboriginal Housing Board of Victoria, (now Aboriginal Housing Victoria) serving on its board and various committees and assisting with policy matters.

Pat is currently Public Officer of the Aboriginal Community Elders Services (ACES), an organisation committed to maintaining services for elderly members of the community. It is important to Pat that 'the sick and elderly are warm and happy and well cared for' and she encourages young members of the community to visit and engage with their Elders. Pat is a Senior Elder and Life Member of the Wurundjeri Tribe Land and Compensation Cultural Heritage Council.

Now in her seventies, Pat's passion and commitment for her community is undiminished. She continues to work tirelessly for fairness and justice and provides inspiration for all.



Lionel Bamblett

A Wiradjuri/Yorta Yorta/Bangerang man, Lionel has been involved in Koorie education for 30+ years. He is the General Manager of the Victorian Aboriginal Education Association Incorporated (VAEAI) and was first appointed in 1985.

Lionel has seen VAEAI established as the peak body for Koorie education and training in Victoria, and as an equal partner with the Victorian Government in Koorie education and training since 1990. He has also overseen the development of the successful Wurreeker strategy which formalised the equal partnership with the vocational education and training sector in Victoria.

Lionel has provided advice to successive governments in Victoria on measures to improve education and training opportunities for Koorie people. He has played a prominent role in promoting Indigenous education and training issues at a local, State and National level.

He was a member of the National Aboriginal Reference Group which played a key role in the development of the National Aboriginal and Torres Strait Islander Education Policy (AEP) in 1989, which is still current today.



Margaret Clarke

A Muthi Muthi woman, born and raised in Victoria and lived in South Australia (S.A) for many years. Margaret was married in S.A. and her only child was born there. As many girls born to working-class families, she left school at 14 and was sent to work. She returned to school as a mature-age student in 1979. and in 1990/1991 completed a (coursework) Master's Degree in Education. She returned to Victoria in 1993 and has worked in Victorian Aboriginal (metro) community organisations for around 25 years.

The last 10 years Margaret has worked in Aboriginal aged care, both at the Aborigines Advancement League and the Victorian Aboriginal Community Controlled Health Organisation (VACCHO). Her passion for genealogy in particular, her Aboriginal family history. She has a need to find out who her ancestors are who for her determined her Aboriginality, culture, spirit, morals and of course her genetics.

In the last 25 years she was a Board Member of VACCA, Stolen Generation and ACES. In June 2018 Margaret was asked to again join the ACES Board and gratefully accepted to serve our Elders.

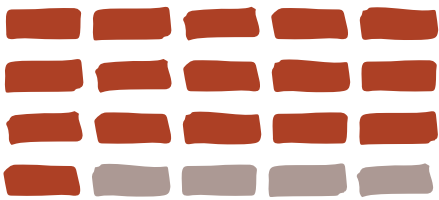
RESIDENTIAL CARE

Bhim Boodram, Director of Nursing

The nursing team provide residential care for Aboriginal and Torres Strait Islanders Elders whose needs are often unique and varied.

■■■■■■■■■■

Occupancy:



There are 20 beds in the Nursing Home and Hostel.

16 Elders (as at 30 June 2020).

Standards of Care:

We continue to maintain a high standard of care for our Elders and have been doing so in line with the eight New Aged Care Quality Standards.

The new standards came into effect as of 1st July 2019. Our Staff have worked hard to implement changes required to meet the new Standards and have adapted well to the changes that are required. We:

- a) maintain all assessments and review all care plan for each Elder 100% of the time
- b) carry out monthly scheduled audits and achieve the 85% plus score at all times
- c) have minimal number of injuries sustained as a result of falls - one Elder who was hospitalized after falling and sustained injury, but is now back to her normal mobility
- d) monitor and assist to minimise infection rates by following good infection practices
- e) maintain skin integrity and have no pressure injury currently



"Elders at ACES are well cared for in a welcoming and homely environment."
- Bhim Boodram,
Director of Nursing

Performance Indicators

We are collecting information on the following Government Key Performance Indicators (KPI):

- 1. Unintentional Weight loss
- 2. Pressure injury
- 3. Restraints



Staffing

We now have a well-established staffing level with the knowledge and skills to meet the needs of our Elders. Our staffing consists of Registered Nurses, Enrolled Nurses, Personal Care Workers, Activity and Cleaning Staff.

We now have all shifts covered by Registered and Enrolled Nurses 7 days a week and also on night duty.

We have not used any Agency Nursing staff for the past 6 months.

ACES staff for 2019-20:



Training & Registration

- All our care staff undergo annual competency in medication management
- All of the Registered and Enrolled Nurses have and maintain registration with Nurses Board annually
- All our staff have and maintain mandatory Police checks
- Staff attend all mandatory Educational Sessions annually

Replacement of beds and equipment

We have replaced 19 beds with king single beds and mattresses and we have also purchased a number of pressure mattresses. All our equipment are in good working order and well maintained.





Consultation with the family and representatives of Elders

We regularly consult with Family members (and representatives) of our Elders about changes in care needs and services.

The consultations take place every month and also act as opportunity to communicate important updates and changes in management.

While our preference is to engage family and representatives face-to-face with their Elders, consultations are also done over the phone and via email.

In order to minimise the risk of COVID we are increasingly using technology for these consultations.

Medical and Allied Health Services

We are grateful to have a number of health partners that provide invaluable services and help us to maintain the ongoing wellbeing of our Elders.

Medical staff from the Victorian Aboriginal Health Service (VAHS) continue to visit each week.

Doctors and nurses from the In-Reach Service (St. Vincent's Hospital) and the after-hours doctors service visit when required.

Physiotherapy visits twice per week.

A geriatrician who specialises in care of the elderly and the health issues that affect them visits each month.

Podiatrist visits every 6 to 8 weeks.

We also receive support from dietitians; Medsafe Pharmacy, mobile x-ray service, speech pathologist, Vision Australia and Hearing Australia.

We thank our medical and allied health partners for their continued support in caring for our Elders.

COVID management

We have been fortunate to get through the Pandemic to date with no Elder or staff contracting COVID-19. ACES nursing, carers, cleaning and activity staff have been diligent throughout the whole process of managing the Pandemic by following all the instructions of the various Government and Health Departments.

Also following the instructions as given out by CEO and Senior Managers

Other Supports

We are well led by James Atkinson (CEO) and supported by the Board

We especially want to thank all our Elders and Family members who have been very supportive and have continued to work with ACES throughout this difficult and challenging period.

LIFESTYLE PROGRAMS

Kylie Byrne, Lifestyle Coordinator
(Appointed August 2019)

We run a wide range of lifestyle activities in residential care and the hostel that are intended to improve the day to day lives of our elders.

Some notable activities are: chair exercise, music therapy, doll therapy, sensory activities, pet therapy, church service, family visits, arts and craft program, hand massage/manicure, elders birthdays, in house live entertainment, 1:1 quality time with elders. Lifestyle activities are focused on meeting the individual, cultural, physical, emotional, intellectual, and social needs of our elders. During the course of the year these are some of the activities we carried out:

Mini Farm visit at ACES 2019

We had "Animals on the move" come to visit ACES in 2019 to set up a mini farm for elders to feed and cuddle the animals, elders enjoyed feeding the mini goats, baby lambs, mini piglets, rabbits, chickens, guinea pigs, and ducks. Fellow staff also stopped by to have a look at the farm animals and enjoyed a social get together with the elders.

Elders birthday celebrations 2019

We had our elder's birthday celebrations in the main dining area with family members invited to join the celebration with their loved ones along with our elders, the chef would put food platters out for all to eat. Elders and family would sing "Happy Birthday" and would receive their gifts from family, our elders enjoy having a good yarn with each other and family members while having their piece of cake.

Sun Theatre movie day "The Australian Dream" 2019

ACES elders and PAGs along with fellow staff went for an outing to "Sun Theatre", Our elders enjoyed the movie "The Australia Dream", they enjoyed their popcorn, ice cream and drink while watching movie. After the movie was over on the way home, we had a chat regarding the movie, elders said they had a lot of mixed emotions while watching it but overall, they enjoyed the day out.

Christmas party 2019

The Christmas party was held in the main dining area with elders, family and staff. We had live in-house entertainment singing Christmas songs. The chef put on a beautiful lunch with all the trimmings. Our elders and family had a special visit from the man himself "Santa" who gave all the elders gifts. A great day was had by all.





Valentine's day high tea party with live in-house entertainment 2020

All our elders had afternoon high tea in the main dining area with live in-house entertainment, was good seeing the elders get up a have a dance with each other and fellow staff, Once the afternoon was coming to an end elders were given a rose for Valentine's day. Our elders all said they enjoyed the afternoon.



Due to the coronavirus pandemic, we stopped all outings and adapted activities in-house in order to minimise risk and ensure the safety of our elders.



Mother's Day pamper session and high tea party 2020

All the ladies enjoyed a great afternoon in the PAG activity room catching up with each other and having the opportunity to be pampered by our ACES staff who dressed up for the occasion. Our elders enjoyed the foot spa, manicures, face mask and hand massage from fellow staff while listening to relaxation music. Once the pamper session was over our elders had an afternoon high tea with cakes, slices, sandwiches and a choice of coffee or tea while having a social chat with each other. All the ladies were given a bunch of flowers with a box of chocolates as a Mother's Day gift, it was a wonderful get together to honour not just mothers, but all women.

PLANNED ACTIVITY GROUP

Rhonda Watson, HACC/PAG Manager

We encourage a ‘Wellness and Reablement’ approach for our Elders through our Planned Activity Group (PAG)



PAG is a service for Elders and people with a disability, living independently in the community. It is a program of activities offering opportunities for social contact outside of client’s homes. The program of activities is designed to meet individual, cultural, physical, intellectual, emotional, and social needs. The program also aims to enhance client’s well-being required for their independent living.

PAG is based at ACES, but includes both on-site and off-site activities and outings.



Highlights & Stand Outs

Active Home Visits with exercises including stretching, walking and laughing.

Since the outbreak of COVID our planned activity group, had to change the way it was operating in a number of ways.

- ACES staff contacted and visiting participants to enable their movement in home visit.
- Contact was maintained with the participants twice a week through the Victorian level staged restrictions.
- Active movement in home visits and to ensure that they were well supported with nutritious meal and staple food supplies.
- Hours have dropped in our recording statistics from early March 2020 due to the COVID pandemic and in the way we were able to keep our contact with each individual participant.
- All 2019-2020 data and reports are up to date.

KOORIE COMMUNITY AGED CARE PROGRAM

Michelle Duncan – KCACP acting coordinator
Pam Brown – KCACP coordinator

KCACP – Koorie Community Aged Care Program – Is funded through the Department of Health and Ageing.



We provide safe and culturally appropriate home care services that help maintain the independence of Elder's to remain living at home in good health as long as possible.



KCACP aim is to assist and enhance Elder’s quality of life. This is achieved through services such as: home and personal care; advocacy; respite care; home maintenance; prepared meals; social activities; medical/ hospital liaison; and case management.

The KCACP manager supervises the program case managers in their daily and ongoing assistance and support Elder’s.

KCACP staff worked within COVID-19 protocols and policies. The team did Home Visits weekly/fortnightly/monthly as per the Elder’s requests, as well as ongoing Telephone Calls to check in with our Elder’s. The Home Visits in person was a way for staff and Elder’s to keep in touch face to face and was a way to help with loneliness

Highlights & Stand Outs

- During lockdown, KCACP and PAG Staff delivered weekly meals, Woolworths grocery boxes, jigsaws, magazines, pampering items and PPE masks.
- Through MePACS, KCACP provided a personal alarm system with a screen to be able to talk face to face with family and friends. This helped with the isolation and had a positive effect on loneliness.
- Aunty Pam Brown took leave during the year due to the COVID-19 lockdown and restrictions. Michelle Duncan was acting coordinator. Michelle maintained the ongoing supports, advocacy and services.



FACILITIES MAINTENANCE

Nat Ellis, Facilities Manager

The maintenance team checks, repairs and updates our gardens and buildings to ensure they are safe for all residents.



The team are also responsible for the implementation of the external preventative maintenance program. Working as a team, maintenance ensures all programs are up to date and have been logged. The team also works together to ensure all programs are meeting all areas of quality assurance. Maintenance conducts regular audits and checks onsite to provide a high quality environment for all residents, staff and visitors

Maintenance is also responsible for the internal work requests which are logged using A.C.E.S internal work request forms. All requests are completed in a timely manner to continue to create a safe area for all. With the maintenance team's proactive workplace audit the team have been able to reduce the number of requests that have been logged over the past twelve months.

Working together, the maintenance team continue to provide an OH&S safe environment for all residents, visitors, and staff. The team attends regular training to provide a high-quality service to all residents, visitors and staff attending A.C.E.S.



In line with Commonwealth and State guidelines, we have established new cleaning protocols to make our environments COVID safe for our Elders, staff and site visitors.



Our team are always working hard to achieve the best results for our elders and community.

-Nathaniel Ellis,
Maintenance team manager

Highlights & Stand Outs

To help with improved access for all residents, visitors and staff at A.C.E.S, maintenance worked with management to repave a number of areas throughout A.C.E.S. The new pathways have created safer and greater access for residents to be able to move freely around the facility.

- The completion of new driveways to A.C.E.S. storage sheds has created improved and safer access for all. Due to the access of sheds being through the staff carpark, safety is a high importance to all staff and visitors attending A.C.E.S. The new driveways have ensured a minimum disruption when accessing storage sheds.
- Working with external providers, maintenance overlooked the removal of dangerous trees on the A.C.E.S site. The removal of trees ensured the safety of residents, visitors and staff attending A.C.E.S.

- The maintenance team have spent their spare time engaging in cultural activities. The team have made clocks and didgeridoos which were donated to A.C.E.S to sell at their annual fete. Through cultural activities the team were able to give back to the A.C.E.S. community.
- The Maintenance team have rebuilt the Men's Gardening Shed for the community to use. The team utilized recycled materials whilst building the shed saving cost. The Men's group gather regularly to use the shed for their activities.
- Maintenance have refurbished the patio area for an engaging and safe environment for the elders to gather. The refurbishment has made the area safe and inviting creating a relaxing area to enjoy the outdoors.



CULINARY SERVICES

Chris Robb, Culinary Services Manager

The purpose of the culinary services and hospitality team is to ensure our Elders and their visitors are well catered for and made to feel celebrated.



The culinary services team are responsible for preparing nourishing meals for residents each day. The team also help ensure our Elders birthdays and seasonal events like the Holidays are celebrated.

To reduce risk of potential COVID outbreak, we implemented additional cleaning techniques and COVID safe techniques for receiving goods from suppliers.

Highlights & Stand Outs

- We have successfully passed our Moreland City Council Audit accreditation.
- Kate Powell, one of our kitchen hands started doing Chef weekend shifts.
- We are Working with Elders to Co-design fresh seasonal menu's



FINANCIAL MANAGEMENT

Tim Salter, Finance Manager
Denice Joseph, Finance Officer



"Overall, ACES displayed growth in its operations and is expected to continue this in the 2020/21 financial year with more Elders utilising our services along with our facilities for residential care and respite."

- Tim Salter, Finance Manager

The finance team works with each of the departments at ACES. Helping with their budget management and the continued success of their operations for the benefit of our Elders and the community.

=====

The team help ensure the solvency of the organisation, maintaining that all financial aspects are managed correctly and efficiently, alongside performing the payroll function for staff.

Finance continues to adapt to the changing aspects of our funding. This includes maximising the opportunities from NDIS funding.

Our department strives to streamline the functions of the finance and payroll processes to allow more efficient and effective management across the organisation.

Highlights & Stand Outs

ACES finished the 2019/20 financial year with a minor deficit of \$11K, however, it is expected to be in a solid net position in the 2020/21 financial year.

During the year ACES received an equipment grant from VACCHO which was utilised to:

- Obtain new bedding for the Elders
- Update the cement areas of various areas of the facility for the Elders
- Update the Maintenance shed driveway
- Update the computer system

FINANCIAL STATEMENT

For the Year ended 30 June 2020

Statement of Financial Position	(\$) 2020	(\$) 2019
Total current assets	3,872,443	3,589,107
Total non-current assets	3,875,017	3,905,919
Total assets	7,747,460	7,495,026
Total current liabilities	916,416	641,486
Total non-current liabilities	793,952	2,232,169
Total liabilities	1,710,368	2,873,655
Total equity	6,037,092	4,621,371

Statement of Profit or Loss	(\$) 2020	(\$) 2019
Revenue		
Grant Income for Operations	3,630,526	3,507,268
Residents Fees	298,769	293,054
Capital, Infrastructure & Other Grants	166,850	664,973
Other Revenue	132,374	120,346
Total Revenue	4,228,518	4,585,641
Expenses		
Employee Benefits Expenses	2,804,539	2,464,805
Resident & Client Support	196,991	193,063
Community Aged Care Packages	304,210	301,220
Building Repairs and Utilities	110,389	283,746
Motor Vehicle & Travel	92,973	151,219
Plant & Equipment	39,594	80,222
Depreciation & Amortisation Expenses	260,275	224,167
Administration Expenses	431,306	432,904
Total Expenses	4,240,277	4,131,346
Net Income	-11,759	454,295



THE YEAR AHEAD

At the time of printing, we are already over half-way through the 2020-21 financial year. For the last six months, Victoria has been cautiously emerging from stringent restrictions put in place to keep the vulnerable members of our communities, like our Elders, safe from COVID.

We have been particularly diligent about following the COVID-safe protocols, because we work with an extremely vulnerable group within an already vulnerable population. To date, we have kept all our residents and staff safe and COVID-free. We intend to continue in this way.



While we navigate through Administration work is being done across the organisation to strengthen our systems and governance.



We aim to be a completely independent community-controlled organisation by the end of the 2020-21 financial year.

"Ageing is about a lot more than aged care and home support. We intend to promote and support the voices and rights of our Elders."

- James, CEO

Throughout our Journey we have engaged the services of a number of HR and legal firms. Such as Services Industry Advisory Group (SIAG) and one of Australia largest legal companies in Ashurst. We also have access to excellent advice in the areas of finance and information communication technology (ICT).

We will set the foundations for a strong organisation that can grow over the next five years and beyond. While we do this, we aim to widen our advocacy and consistently represent the priorities of our Elders and older people.

Gratitude

Thank you to the Elders and staff who volunteered and gave permission for their photographs to be published. In order to protect the identity of our Elders, names in stories have been changed in the interest of protection and privacy requirements.

Albie Colvin Graphic Design

Deon Van Den Berg Photography



REMEMBERING THOSE WHO HAVE PASSED

Over the last eighteen months, Unfortunately we have seen the passing of six of our Elders who have begun their journey into the Dreamtime.

=====

It is never easy losing one of our Elders and with each loss we grieve. Our Elders here at ACES are here due to health and ageing conditions that require a different type of care. Here at ACES we will look to ensure that kindness, compassion and care are one as we support our Elders through their life course of their twilight years.

Our Elders, especially the generation who are with us at ACES experienced incredible hardship in their lifetimes. Some are Stolen Generations and others experienced a life of oppression and discrimination we cannot imagine today. Indeed, many of our rights were hard won by our Elders and we salute them and their achievements. ACES is privileged to have cared for those that have passed on. They will not be forgotten.

For more information about ACES, our work and the services we provide, visit our website acesinc.org.au



ABORIGINAL COMMUNITY ELDERS SERVICES INC.

5 Parkview Avenue
Brunswick East (Bulleke-bek)
Victoria 3057

Phone **03 9383 4244**
Email **info@acesinc.org.au**

acesinc.org.au

