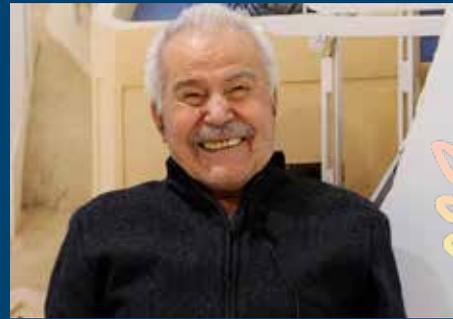




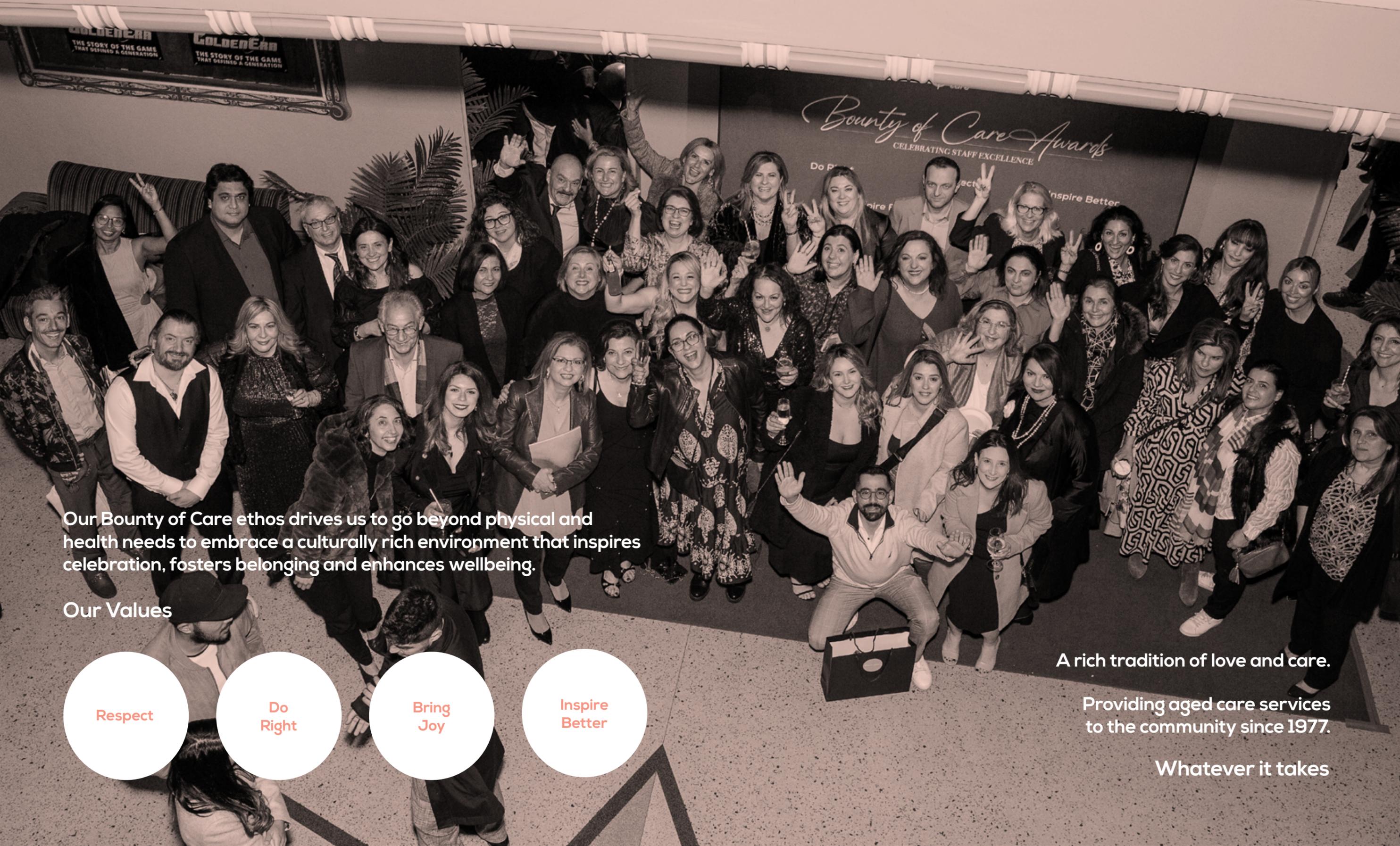
FronDitha  
care



*Celebrating our people*



Bounty of care



Our Bounty of Care ethos drives us to go beyond physical and health needs to embrace a culturally rich environment that inspires celebration, fosters belonging and enhances wellbeing.

Our Values

Respect

Do Right

Bring Joy

Inspire Better

A rich tradition of love and care.

Providing aged care services to the community since 1977.

Whatever it takes

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Jill Taylor (Nikitakis),  
President, Fronditha Care

## PRESIDENT'S REPORT

It is with mixed emotions that I write my final report as President and Chair. Immense pride, personal satisfaction and fulfillment for what has been achieved, a heavy heart that my tenure is nearing its end, yet optimism and excitement for what the future holds for Fronditha Care.

It's a privilege to have been afforded the opportunity to serve and contribute to my community and our members for the best part of a decade.

Our purpose, underpinned by the Bounty of Care ethos, is to make a difference to the lives of hundreds of community members empowering them to realise their aspirations and further, to age well through improved independence, health and wellbeing and increased social participation in their community – be it in their home or in a Fronditha Care residence.

Throughout this year, the COVID-19 pandemic and its human, economic and social consequences continued to present challenges to us all. Despite these difficult times, at Fronditha Care our skilled, passionate and committed people demonstrated resilience and adaptability to ensure they continued to deliver high quality services to support our residents, clients, their families and the broader community.

On April 26, Fronditha Care celebrated forty-five years of service to the Greek community and contribution to the Australian aged care sector. We are caretakers of an incredible legacy that began in 1977 when leaders of the Greek community in Melbourne, identifying a gap in culturally appropriate care, established a service to care for our elders, especially those who had no financial means, providing access to services and supports to be cared for in their third age and remain socially connected.

Today, Fronditha Care has a turnover in excess of \$76m and provides in home community services to now over 1000 clients and with 5 facilities and 40 Independent Living Units (ILUS) delivers residential services to almost 500 community members. For 45 years Fronditha Care has enjoyed the support of the Greek Australian diaspora, the backing from governments of all persuasions and to this day remains one of the most important, respected and beloved organisations of the Greek community and the aged care sector.

I am delighted to report that under the strong leadership of CEO, Faye Spiteri OAM, we have met the commitments

we made in FY21 and exceeded FY22 forecasts – a result achieved while navigating the many challenges of the aged care sector reforms. Fronditha Care achieved a significant EBITDA of \$ 6.5m in comparison to the previous year's result, \$1.8m. This result was supported by increases in productivity across Residential and Community Services alike, represented by growth of greater than 24% in revenue.

In September 2021, the Australian Government deregulated the treatment of bed licenses in the Aged Care Sector. This has meant that over a three-year period, the value ascribed to all bed licenses is to be written off in all Aged Care Facilities Australia-wide. Fronditha Care's bed licenses were valued at more than \$15m, and whilst this has no bearing on cash flow, the increase in this year's expenses is \$3.97m. I highlight that this adjustment has no impact on cash flow or trading operations and the normalised result was a net profit of \$204,000.

Net operating cash inflow was \$65m, assisted by a strong increase of \$10m in net Residential Accommodation Deposits (RADs). At the same time, there has been a significant decrease in the organisation's borrowings from \$10.9m to \$3.7m.

I am pleased to advise that in July 2022 all borrowings were paid out in full.

**“I reflect on how far we have come over the past two years. I am immensely proud that together, the Board of Directors, the CEO and her Executive leadership, and broader team have achieved fundamental, tangible, and meaningful improvements to the financial sustainability and service delivery at Fronditha Care.”**

Looking forward, I have unwavering confidence that the organisation will continue to successfully execute on the 10-year strategy to maintain investing in our business and supporting more people each year through a continuum of care across our operations. Fronditha Care is well placed to respond to the challenges of the aged care sector as it continues to reform and is ready to play its role in the future of aged care service delivery.

It has been a great honour to have led Fronditha Care during this stage of its evolution. I would like to thank my fellow Directors Mr Nick Giasoumi, Vice President, Mr Kostas Livadaras, Treasurer, Mr John Kallitsas, Secretary, Dr Stella Laletas, Mr Alex Krassas and Board committee members, Dr Paki Rizakis, Dr Helen Kothrakis, Dr Helen Kalaboukas, Mr Paul Pappas, Mr Jim Babalis, Mr Jim Karabinis, Mr George Karabatsos and Alex Dimou. Fronditha Care has benefited greatly from their unwavering commitment, in-depth experience and personal contribution to our success this year. On behalf of the Board, I pay tribute to all those who have led this organisation in the past and to our current CEO. I would like to thank and acknowledge each and every staff member for their unparalleled dedication to Fronditha Care. I express my deep gratitude to our members, auxiliaries, volunteers and the Greek community.

Many of those in our care migrated to Australia with frugal belongings in search of a better life. They worked hard, endless hours, sometimes two jobs. They were difficult years, yet their optimism, hope and sheer determination drove them to build what we call home, Australia. With this said and underpinning Fronditha's values, we are at the forefront of providing outstanding care for these pioneers.

We pay gratitude and say thanks to them and endeavour to make their twilight years the most memorable, respectful, joyful and contented.

Thank you.

## Αναφορά Προέδρου

Έχω μεικτά συναισθήματα ενώ γράφω την τελευταία μου αναφορά ως Πρόεδρος και Επικεφαλής της ΦΡΟΝΤΙΔΑΣ. Τεράστια περηφάνια, προσωπική ικανοποίηση και αισθήματα ολοκλήρωσης για ό,τι έχει επιτευχθεί, βαριά καρδιά που η θητεία μου πλησιάζει στο τέλος της, αλλά αισιοδοξία και ενθουσιασμό για το μέλλον της ΦΡΟΝΤΙΔΑΣ. Ήταν προνόμιο η ευκαιρία που μου δόθηκε να υπηρετήσω και να συνεισφέρω στην κοινότητά μου και στα μέλη μας, για σχεδόν μία δεκαετία.

Ο σκοπός μας, που υποστηρίζεται από το ήθος του «Θησαυρού Φροντίδας» (Bounty of Care), είναι να κάνουμε τη διαφορά στη ζωή εκατοντάδων μελών της κοινότητας, δίνοντάς τους τη δυνατότητα να πραγματοποιήσουν τις φιλοδοξίες τους και να περάσουν την τρίτη τους ηλικία καλά μέσω βελτιωμένης ανεξαρτησίας, υγείας και ευημερίας και αυξημένης κοινωνικής συμμετοχής στην κοινότητά τους – είτε στο σπίτι τους είτε σε έναν οίκο ευγηρίας της ΦΡΟΝΤΙΔΑΣ.

Καθ' όλη τη διάρκεια του έτους, η πανδημία του COVID-19 και οι ανθρωπίνες, οικονομικές και κοινωνικές συνέπειές της, συνέχισαν να αποτελούν προκλήσεις για όλους μας. Παρά τις δύσκολες στιγμές, οι εξειδικευμένοι, παθιασμένοι και αφοσιωμένοι άνθρωποι της ΦΡΟΝΤΙΔΑΣ, επέδειξαν ανθεκτικότητα και προσαρμοστικότητα και συνέχισαν να παρέχουν υπηρεσίες υψηλής ποιότητας για την υποστήριξη των κατοίκων, των πελατών, των οικογενειών τους και της ευρύτερης κοινότητας.

Στις 26 Απριλίου, η ΦΡΟΝΤΙΔΑ γιόρτασε σαράντα πέντε χρόνια προσφοράς στην ελληνική κοινότητα, και στον τομέα της φροντίδας ηλικιωμένων της Αυστραλίας. Είμαστε συνεχιστές μιας απίστευτης κληρονομιάς που ξεκίνησε το 1977, όταν οι ηγέτες της ελληνικής κοινότητας στη Μελβούρνη, εντοπίζοντας ένα κενό στην πολιτιστικά κατάλληλη φροντίδα, ίδρυσαν μια υπηρεσία για τη φροντίδα των ηλικιωμένων μας, ειδικά εκείνους που δεν είχαν μεγάλες οικονομικές δυνατότητες, δίνοντας του πρόσβαση σε υπηρεσίες για ανθρώπους στην τρίτη ηλικία τους, και διασφαλίζοντας ότι παραμένουν κοινωνικά συνδεδεμένοι.

Σήμερα, η ΦΡΟΝΤΙΔΑ έχει κύκλο εργασιών άνω των \$76 εκατομμυρίων και παρέχει κοινοτικές υπηρεσίες στο σπίτι σε περισσότερους από 1000 πελάτες και με 5 οίκους ευγηρίας και 40 Μονάδες Ανεξάρτητης Διαβίωσης (ILUS) υποστηρίζει σχεδόν 500 μέλη της κοινότητας. Για σαράντα πέντε χρόνια η ΦΡΟΝΤΙΔΑ απολαμβάνει την υποστήριξη της ελληνικής αυστραλιανής παροικίας, την υποστήριξη από κυβερνήσεις ανεξαρτήτου πολιτικής κατεύθυνσης και μέχρι σήμερα παραμένει ένας από τους πιο σεβαστικούς, σημαντικούς και αγαπημένους οργανισμούς της ελληνικής κοινότητας και του τομέα φροντίδας ηλικιωμένων. Είμαι στην ευχάριστη θέση να αναφέρω ότι υπό την ισχυρή ηγεσία της Διευθύνουσας Συμβούλου, Φαίης Σπιτέρη ΟΑΜ, τηρήσαμε τις δεσμεύσεις που κάναμε το '21 και ξεπεράσαμε τις προβλέψεις του οικονομικού έτους για το '22 – αποτέλεσμα που επιτεύχθηκε ενώ ξεπερνούσαμε τις προκλήσεις λόγω των μεταρρυθμίσεων στον τομέα φροντίδας ηλικιωμένων.

Η ΦΡΟΝΤΙΔΑ πέτυχε σημαντικό EBITDA ύψους \$6,5 εκατομμυρίων σε σύγκριση με τα \$1,8 εκατομμύρια του προηγούμενου έτους. Αυτό το αποτέλεσμα υποστηρίχθηκε από την αύξηση της παραγωγικότητας τόσο στους Οίκους Ευγηρίας όσο και στις Κοινοτικές Υπηρεσίες, που αντυπροσπεύεται από αύξηση εσόδων άνω του 24%.

Το Σεπτέμβριο του 2021, η Αυστραλιανή κυβέρνηση απελευθέρωσε τις άδειες κλινών για τον τομέα φροντίδας ηλικιωμένων. Αυτό σημαίνει ότι μέσα σε τρία χρόνια, η αξία που αποδίδεται στις κλίνες θα παραγραφεί από όλους τους Οργανισμούς φροντίδας ηλικιωμένων της Αυστραλίας. Η αξία των κλινών της ΦΡΟΝΤΙΔΑΣ υπολογίζεται στα \$15 εκατομμύρια και, αν και αυτό το ποσό δεν έχει επίπτωση στην ρευστότητα, η αύξηση στα έξοδα είναι \$3,97

εκατομμύρια. Υπογραμμίζω ότι αυτή η προσαρμογή δεν επηρεάζει τη ρευστότητα ή τις ρυθμιστικές λειτουργίες και το ομαλοποιημένο αποτέλεσμα είναι καθαρό πλεόνασμα \$240,000.

Η καθαρή λειτουργική ταμειακή εισροή ήταν \$65 εκατομμύρια υποβοηθούμενη από μια ισχυρή αύξηση \$10 εκατομμυρίων σε καθαρή RAD (Επιστρέψιμη Προκαταβολή Διαμονής). Ταυτόχρονα, σημειώθηκε σημαντική μείωση των δανείων του Οργανισμού από \$10,9 εκατομμύρια σε \$3,7 εκατομμύρια.

Είμαι χαρούμενη να σας αναφέρω τον Ιούλιο του 2022, όλα τα δάνεια ξεπληρώθηκαν.

Σκέφτομαι πόσο μακριά έχουμε φτάσει τα τελευταία δύο χρόνια. Είμαι πολύ περήφανη που μαζί με το Διοικητικό Συμβούλιο, τη Διευθύνουσα Σύμβουλο και την Εκτελεστική Ομάδα Διοίκησης και την ευρύτερη ομάδα έχουμε επιτύχει θεμελιώδεις, απτές και ουσιαστικές βελτιώσεις για την οικονομική βιωσιμότητα και την παροχή υπηρεσιών της ΦΡΟΝΤΙΔΑΣ.

Σκεπτόμενη το μέλλον, έχω ακλόνητη εμπιστοσύνη ότι ο Οργανισμός θα συνεχίσει με επιτυχία να εφαρμόζει την δεκαετή στρατηγική της να συνεχίσει να επενδύει στις επιχειρήσεις και να υποστηρίζει περισσότερους ανθρώπους κάθε χρόνο μέσω των υπηρεσιών φροντίδας που προσφέρει.

Η ΦΡΟΝΤΙΔΑ βρίσκεται σε καλή θέση για να ανταποκριθεί στις προκλήσεις του τομέα φροντίδας ηλικιωμένων, καθώς συνεχίζει τις μεταρρυθμίσεις και είναι έτοιμη να παίξει ρόλο στο μέλλον της παροχής υπηρεσιών φροντίδας ηλικιωμένων.

Ήταν μεγάλη μου τιμή που οδήγησα τη ΦΡΟΝΤΙΔΑ σε αυτό το στάδιο της εξέλιξής της. Θα ήθελα να ευχαριστήσω τους συναδέλφους μου Διευθυντές κ. Νίκο Γιασούμη, Αντιπρόεδρο, κ. Κώστα Λειβαδάρα, Ταμία, κ. Γιάννη Καλλιόσα, Γραμματέα, Δρ Στέλλα Λαλέτα, κ. Άλεξ Κρασά και τα μέλη των Επιτροπών του Συμβουλίου, Δρ Πάκη Ριζάκη, Δρ Ελένη Κοθράκη, Δρ Ελένη Καλαμπούκα, κ. Πολ Πάλλας, κ. Τζιμ Μπάμπηλη, κ. Δημήτρη Καραμπίνη, κ. Άλεξ Δήμου και κ. Γιώργο Καραμπέτσο. Η ΦΡΟΝΤΙΔΑ έχει ωφεληθεί πολύ από την ακλόνητη δέσμευσή τους, τη βαθιά εμπειρία τους, και την προσωπική τους συμβολή στην επιτυχία μας φέτος.

Εκ μέρους του Διοικητικού Συμβουλίου, θα ήθελα να ευχαριστήσω όλους όσους ηγήθηκαν του Οργανισμού στο παρελθόν. Θα ήθελα να ευχαριστήσω και να αναγνωρίσω κάθε μέλος του προσωπικού για την απaráλληλη αφοσίωσή τους στη ΦΡΟΝΤΙΔΑ. Εκφράζω τη βαθιά μου ευγνωμοσύνη στα μέλη, τις ερανικές επιτροπές, τους εθελοντές και την ελληνική κοινότητα.

Πολλοί από τους ηλικιωμένους που εξυπηρετούμε μετανάστευσαν στην Αυστραλία με λίγα υπάρχοντα αναζητώντας μια καλύτερη ζωή. Δούλεψαν σκληρά, ατελείωτες ώρες, μερικές φορές δύο δουλειές- ήταν δύσκολα χρόνια. Ωστόσο η αισιοδοξία, η ελπίδα και η απόλυτη αποφασιστικότητά τους, τους ώθησαν να χτίσουν αυτό που σήμερα αποκαλούν σπίτι — την Αυστραλία. Με αυτό στο μυαλό, και ασπαζόμενοι τις αξίες της ΦΡΟΝΤΙΔΑΣ, βρισκόμαστε στην πρώτη γραμμή της παροχής εξαιρετικής φροντίδας για αυτούς τους πρωτοπόρους. Τους τιμάμε και τους ευχαριστούμε και προσπαθούμε να κάνουμε την τρίτη τους ηλικία, την πιο αξέχαστη, σεβαστική, χαρμόσυνη και χαρούμενη.

Σας ευχαριστώ.

Jill Taylor (Nikitakis)

President  
Fronditha Care



Faye Spiteri (Tsolakis) OAM,  
CEO, Fronditha Care

## CEO'S REPORT

As I reflect on one of the most trying periods in our nation's and the world's history, our purpose, to care for elders and support them living their best life in their third age has never been in sharper focus.

This year, we've faced unprecedented challenges and Fronditha Care delivered on its most important mission yet – one of recovery and resilience. At the start of this year, we knew Fronditha Care had an incredibly important job to do and that we could not let all our people down. We knew we had to rise to the challenge to support elders in our community.

What I can say with absolute certainty is that although Fronditha Care has been changed by the COVID-19 pandemic, as we all have as individuals, we have never been more determined to be there for our elders and our community when they need us the most.

The entire team has worked tirelessly, consistently achieving, in record time, the kind of results which usually take months or even years of hard work.

Despite difficult external factors, in particular expectations of provider delivery across the aged care sector which have grown without an increase in funding and in the context of serious labour constraints, Fronditha Care has maintained enviable rates of occupancy, exceeded our financial targets, and substantially repaid our debt whilst increasing our workforce. The overall financial results are beyond what we expected to deliver.

To give full weight to the story of how Fronditha Care is transforming it's important to understand its robust organisational cultural change, which is built on integrity, a culture of striving for excellence, smart thinking and innovation, and a culture that recognises commitment and achievement.

Over the past year, Fronditha Care has continued to make strides toward its transformation in relation to financial recalibration and sustainability and securing a better future together, buttressed by OneFronditha – a future founded on common principles, common purpose, common values, mutual respect and partnership.

Our shared values Respect, Do Right, Bring Joy, Inspire Better and the focus of OneFronditha on leadership excellence, integrity, innovation, inclusiveness and kindness have helped us in steering our course.

But if we're going to keep doing it – and doing it well – we face some long – term challenges: how to keep Fronditha Care focused on delivery while futureproofing it for changing demographics and an ever-changing aged care sector; how to meet community expectations and how to deal with sustainable financial trajectory while backing the brilliant people who work for Fronditha Care.

The clarity of purpose provided by our strategic framework, our resources, and the depth and breadth of need that our people are experiencing right now in an uncertain future as reforms in aged care are still being shaped, means we need to be more focused, bold and to act together more than ever before. Last year we laid out our vision for our future across the next decade, including who we want to be and how we want to work, and the technology and infrastructure that will enable that. This year we continued on our journey designing a continuum of care for the future of our service delivery, of digital transformation and upskilling our people.

Whilst our current strategy runs to 2031, our next three to five years will be pivotal. We will need to be more ambitious, and more focused on what delivers the most life-changing impact for our elders.

**“I am proud of what our people have delivered for our community in these challenging times. We are there when our elders and their families needed us, and we are here helping our people to prepare for future challenges.”**

We couldn't have achieved such success without the incredible work the Fronditha Care team who have again shown resilience, strength and dedication to our mission in another challenging pandemic year. The stoicism and compassion of our 730 strong team is a lesson for us all.

I would like to thank the Board for their leadership and guidance over this period, and my Executive team for their boldness and courage. I particularly want to acknowledge Jill Taylor (Nikitakis), President and Board Chair whose tenure is coming to a close. The past two years have been an extraordinary journey and we realised so many successes. That we as an organisation have emerged from the pandemic on a firmer financial footing than we anticipated, is thanks to confidence in decisive action, shared vision, shared passion and shared purpose – thank you for everything Jill.

I end my report with a note on Celebrating our People. Thank you to all those who entrust us to care for their loved ones and our supporters – our volunteers, our auxiliaries, our partners who stepped in and helped us rise to the challenges of the past year – We Celebrate you. Thank you to the advocates who spoke out for older people when a powerful voice was essential in context of the significant aged care sector reform – We Celebrate you. Thank you to the dedicated and hard-working Fronditha Care staff who through loyalty to purpose and mission lean in every day – We Celebrate you.

And thank you to the thousands of elderly we've cared for this year and the many more who've inspired us. You've touched us in so many ways – you have made us laugh, you've made us cry, you've kept us going and driven every aspect of our work. We applaud you all – We honour you – We Celebrate you.

## ΑΝΑΦΟΡΑ ΔΙΕΥΘΥΝΟΥΣΑΣ ΣΥΜΒΟΥΛΟΥ

Ενώ σκέφτομαι μία από τις πιο δύσκολες περιόδους στην ιστορία του έθνους και ολόκληρου του κόσμου, ο σκοπός μας, να φροντίζουμε ηλικιωμένους και να τους υποστηρίζουμε για να ζήσουν την τρίτη τους ηλικία όσο το δυνατόν καλύτερα, δεν ήταν ποτέ πιο πολύ στο επίκεντρο.

Αυτή τη χρονιά, αντιμετωπίσαμε πρωτόγνωρες προκλήσεις και η ΦΡΟΝΤΙΔΑ πέτυχε την πιο σημαντική αποστολή της μέχρι σήμερα – αυτή της αποκατάστασης και της ανθεκτικότητας. Στην αρχή της χρονιάς, ξέραμε ότι η ΦΡΟΝΤΙΔΑ είχε μια απίστευτα σημαντική δουλειά να κάνει, και δεν μπορούσαμε να απογοητεύσουμε τους ανθρώπους μας. Γνωρίζαμε ότι έπρεπε να ανταποκριθούμε στην πρόκληση να υποστηρίξουμε τους ηλικιωμένους στην κοινότητά μας. Αυτό που μπορώ να πω με απόλυτη βεβαιότητα είναι ότι αν και η ΦΡΟΝΤΙΔΑ έχει αλλάξει από την πανδημία του COVID-19, όπως όλοι μας, δεν ήμασταν ποτέ πιο αποφασισμένοι να είμαστε δίπλα στους ηλικιωμένους και την κοινότητά μας – ειδικά αυτή την περίοδο που μας χρειαζόντουσαν περισσότερο από ποτέ.

Ολόκληρη η ομάδα εργάστηκε ακούραστα, πετυχαίνοντας με συνέπεια σε χρόνο ρεκόρ αποτελέσματα που συνήθως απαιτούν μήνες ή χρόνια σκληρής δουλειάς.

Παρά τους δύσκολους εξωτερικούς παράγοντες, ιδίως τις προσδοκίες για τους οίκους ευγηρίας από την αρχή φροντίδας ηλικιωμένων που έχουν αυξηθεί, χωρίς όμως αύξηση της χρηματοδότησης και στο πλαίσιο σοβαρών περιορισμών στην εργασία, η ΦΡΟΝΤΙΔΑ διατήρησε αξιοζήλευτα ποσοστά πληρότητας, έχει υπερβεί τους οικονομικούς της στόχους και έχει μειώσει σημαντικά το χρέος της και αύξησε το εργατικό δυναμικό της. Τα οικονομικά αποτελέσματα είναι πέρα από αυτά που περιμέναμε να αποδώσουμε.

Για να έχουμε ξεκάθαρη εικόνα για το πως μεταμορφώνεται η ΦΡΟΝΤΙΔΑ, είναι σημαντικό να κατανοήσουμε την ισχυρή οργανωτική της αλλαγή, η οποία βασίζεται στην ακεραιότητα, την κουλτούρα αριστείας, έξυπνη σκέψη και καινοτομία και κουλτούρα που αναγνωρίζει τη δέσμευση και τα επιτεύγματα.

Κατά τη διάρκεια του περασμένου έτους, η ΦΡΟΝΤΙΔΑ συνέχισε να κάνει βήματα προς τον μετασχηματισμό της σε σχέση με την οικονομική αναβαθμίση και τη βιωσιμότητα και την εξασφάλιση ενός καλύτερου μέλλοντος μαζί, που υποστηρίζεται από τη ΜίαΦροντίδα (OneFronditha) - βασισμένη σε κοινές αρχές, κοινό σκοπό, κοινές αξίες και αμοιβαίο σεβασμό και συνεργασία.

Οι κοινές μας αξίες Σεβασμός, Κάνε το Σωστό, Φέρε τη Χαρά, Ενέπνευσε για το Καλύτερο και η συγκέντρωση στη ΜίαΦροντίδα, στην ηγετική αριστεία, την ακεραιότητα, την καινοτομία, τη συμμετοχή και την ευγένεια, μας βοήθησαν στην πορεία μας.

Και αν σκοπεύουμε να συνεχίσουμε να αποδίδουμε –και να το αποδίδουμε καλά– αντιμετωπίζουμε ορισμένες μακροπρόθεσμες προκλήσεις: πώς να διατηρήσουμε τη ΦΡΟΝΤΙΔΑ επικεντρωμένη στην παροχή υπηρεσιών, ενώ ταυτόχρονα θα την προστατεύσουμε για τα μεταβαλλόμενα δημογραφικά στοιχεία και έναν διαρκώς μεταβαλλόμενο τομέα φροντίδας ηλικιωμένων.

Πώς να ανταποκριθούμε στις προσδοκίες της κοινότητας και πώς να έχουμε μία βιώσιμη οικονομική τροχιά, υποστηρίζοντας ταυτόχρονα τους λαμπρούς ανθρώπους που εργάζονται για τη ΦΡΟΝΤΙΔΑ.

Η σαφήνεια του σκοπού που παρέχεται από το στρατηγικό μας πλαίσιο, τους πόρους μας και το βάθος και το εύρος της ανάγκης που βιώνουν οι άνθρωποί μας αυτή τη στιγμή σε ένα αβέβαιο μέλλον καθώς οι μεταρρυθμίσεις στη φροντίδα ηλικιωμένων εξακολουθούν να διαμορφώνονται, σημαίνει ότι πρέπει να είμαστε πιο συγκεντρωμένοι, τολμηροί, και να δράσουμε μαζί

περισσότερο από ποτέ.

Πέρυσι παρουσιάσαμε το όραμά μας για την επόμενη δεκαετία, συμπεριλαμβανομένου του ποιοι θέλουμε να είμαστε και πώς θέλουμε να εργαστούμε, καθώς και την τεχνολογία και τις υποδομές που θα το επιτρέψουν. Φέτος συνεχίσαμε το ταξίδι μας σχεδιάζοντας μια συνέχεια φροντίδας για το μέλλον της παροχής υπηρεσιών μας, του ψηφιακού μετασχηματισμού και της αναβάθμισης των δεξιοτήτων των υπαλλήλων μας.

Ενώ η τρέχουσα στρατηγική μας διαρκεί έως το 2031, τα επόμενα τρία έως πέντε χρόνια θα είναι καθοριστικής σημασίας. Θα χρειαστεί να είμαστε πιο φιλόδοξοι και πιο συγκεντρωμένοι σε ό,τι έχει τον μεγαλύτερο αντίκτυπο που αλλάζει τη ζωή για τους μεγαλύτερους μας.

«Είμαι περήφανη για όσα έχουν προσφέρει οι άνθρωποί μας στην κοινότητά μας σε αυτούς τους δύσκολους καιρούς. Είμαστε εκεί όταν οι ηλικιωμένοι μας και οι οικογένειές τους μας χρειάστηκαν, βοηθώντας παράλληλα τους ανθρώπους μας να προετοιμαστούν για τις μελλοντικές προκλήσεις».

Δεν θα μπορούσαμε να πετύχουμε μία τέτοια επιτυχία χωρίς την απίστευτη δουλειά όλης της ομάδας της ΦΡΟΝΤΙΔΑΣ, η οποία έδειξε ξανά ανθεκτικότητα, δύναμη και αφοσίωση στην αποστολή μας σε άλλη μια δύσκολη χρονιά λόγω της πανδημίας. Η στωικότητα και η συμπόνια των 730 ισχυρών μελών της ομάδας μας είναι ένα μάθημα για όλους μας.

Θα ήθελα να ευχαριστήσω το Διοικητικό Συμβούλιο για την ηγεσία και την καθοδήγησή τους κατά τη διάρκεια αυτής της περιόδου, και την Εκτελεστική μου ομάδα για την τόλμη και το θάρρος τους. Θέλω ιδιαίτερα να ευχαριστήσω την Πρόεδρο και Επικεφαλής του Διοικητικού Συμβουλίου Jill Taylor (Νικητάκη), της οποίας η θητεία έληξε. Τα τελευταία δύο χρόνια ήταν ένα εξαιρετικό ταξίδι και πραγματοποιήσαμε τόσες πολλές επιτυχίες. Το ότι ως Οργανισμός βγήκαμε από την πανδημία σε πιο σταθερή οικονομική βάση από ό,τι περιμέναμε, οφείλεται στην τόλμη στην αποφασιστική δράση, στο κοινό όραμα, στο κοινό πάθος και στον κοινό σκοπό – σε ευχαριστώ για όλα Jill.

Ολοκληρώνω την αναφορά μου με μία σημείωση σχετικά με το θέμα της αναφοράς «Τιμώντας τους Ανθρώπους μας». Ευχαριστούμε όλους εκείνους που μας εμπιστεύτηκαν να φροντίζουμε τα αγαπημένα τους πρόσωπα και τους υποστηρικτές μας- τους εθελοντές μας, τις ερανικές επιτροπές, τους συνεργάτες μας που ήρθαν και μας βοήθησαν να αντεπεξέλθουμε στις προκλήσεις του προηγούμενου έτους – Σας Τιμούμε. Ευχαριστούμε τους αγωνιαστές που μίλησαν για τους ηλικιωμένους όταν μια ισχυρή φωνή ήταν απαραίτητη στο πλαίσιο της σημαντικής μεταρρύθμισης του τομέα φροντίδας ηλικιωμένων – Σας Τιμούμε. Ευχαριστούμε το αφοσιωμένο και σκληρά εργαζόμενο προσωπικό της ΦΡΟΝΤΙΔΑΣ που μέσα από την πίστη στο σκοπό και την αποστολή μας εργάζονται κάθε μέρα – Σας Τιμούμε.

Και ευχαριστούμε τους χιλιάδες ηλικιωμένους που φροντίσαμε φέτος και τους πολλούς άλλους που μας ενέπνευσαν. Μας έχετε αγγίξει με πάρα πολλούς τρόπους- μας κάνετε να γελάσουμε, να κλάψουμε, μας δώσατε θάρρος να συνεχίσουμε και οδηγείτε κάθε πτυχή της δουλειάς μας. Σας χειροκροτούμε- Σας αναγνωρίζουμε — Σας Τιμούμε.

Faye Spiteri (Tsolakis) OAM

CEO  
Fronditha Care



# Highlights

**\$900K +**  
donations & bequests

\$82K for our Community Garden  
\$825K in pledged Bequests  
\$40K in ongoing giving & other donations

**\$1.5m**  
to establish a Fronditha Care  
Foundation and Centre for  
Healthy Ageing

**\$76m** Revenue  
**\$6.5m** EBITDA

**36%**  
net increase of  
Home Care packages

**85,460**  
hours of at-home  
care delivered

**49%**  
increase of care staff in  
Community Services

**96% - 98%**  
occupancy rate  
in residential care

**845**  
residents cared for

**1,889**  
total number of elderly  
in our care

**200** production hours  
**43** radio shows  
**70** guests

**91%**  
Greek speaking staff in  
Community Services

**5 residences**  
fully accredited  
all facilities successfully  
re-accredited with all  
standards met

**98%** of staff believe the  
work they do is important  
\*N = 325

**97%** of staff really enjoy  
the work they are doing  
\*N = 325

**97%** of staff are proud to  
work at Fronditha Care  
\*N = 325

## A Salute to our Presidents

On April 26 this year, Fronditha Care celebrated its 45th anniversary. The occasion was marked in a small celebration (due to COVID-19 restrictions).

We take this opportunity to recognise all those who have paved the way for the Fronditha Care of today. We want to acknowledge, in particular, the Presidents who have steered the organisation across the years, working with respective CEOs and leadership teams to deliver on the Fronditha Care mission.

All Presidents brought many skills and a spirit – filled disposition to their directorships. We acknowledge and appreciate their dedication.

We are grateful and inspired by the legacy that we inherited and the entire Fronditha Care team is committed to continue delivering on its purpose for years to come.

We acknowledge with respect:

**John Basil Salvaris OAM** (1977-1986)

**Dr Conn Constantinou OAM** (1986-88, 1994- 98, 2006-08)

**Jacob Fronistas OAM** (1988-94, 1998-2006)

**George Demetriou** (2008-09)

**Mike Zafiroopoulos AM JP** (2009-2015)

**Nick Thodos** (2016- 2018)

**Faye Spiteri OAM** (2018-2019)

**Professor Eugenia Pedagogos** (2019-2020)

**Jill Taylor (Nikitakis)** (2020-2022)



The current Fronditha Care President Jill Taylor with former Presidents Mike Zafiroopoulos AM, George Demetriou, and Faye Spiteri (Tsolakis) OAM and members of the current Board Kostas Livadaras, Treasurer and Nicholas Giasoumi, Vice-President

# Bounty of Care Awards | Celebrating Staff Excellence



## Froniditha Care celebrated staff excellence at its inaugural Bounty of Care Awards.

Froniditha Care acknowledged and celebrated its 730 staff members at the inaugural Bounty of Care Awards, held at the Astor Theatre.

The special night paid homage to staff selflessness and dedication, recognising how the team pulled together as OneFroniditha to deliver exceptional service to all those cared for by the organisation.

Faye Spiteri OAM, CEO, Froniditha Care, hosted the 400 attendees, noting that despite the organisation's humble beginnings over 45 years ago, Froniditha Care, because of its people, has honoured its legacy and thrived.

### Bounty of Care Awards

Froniditha Care launched the 2022 Bounty of Care Awards - Celebrating Staff Excellence to recognise and celebrate its people and those who have demonstrated outstanding service and exceptional achievement across five categories aligned to the organisational values:

- Excellence in Respect
- Excellence in Bring Joy
- Excellence in Inspire Better
- Excellence in Doing Right
- Bounty of Care Excellence Award

**Over 200 nominations were received across the five (5) categories, demonstrating the high regard Froniditha Care staff have for their colleagues.**

Nominations outlined in detail the exceptional contributions of many individuals across all business units.

Whilst each category had several shortlisted nominees, and everyone's contribution was considered a demonstration of excellence, ultimately only five individuals received one of the Bounty of Care Awards.

### Excellence in Respect



Chandrani Dissanayake, Registered Nurse, Froniditha Care Thornbury, received the Excellence in Respect Award.

She was recognised for her genuine and respectful approach to every elder and their family members, and for the authentic way she demonstrates respect to all her colleagues. Her regard for others is evident in everything she does, from small daily gestures of kindness to her meticulous nursing care. Kostas Livadaras, Treasurer, Froniditha Care was delighted to present Chandrani with her award.

### Excellence in Do Right



George Tsolakis, Personal Care Worker, Froniditha Care Templestowe, was recognised for Excellence in Do Right.

He was acknowledged for consistently being a great team player, always motivated to go above and beyond in his work, showing great pride in being part of the Froniditha Care team, and approaching everything

with consideration, and a contagious positive attitude to do his best in order to always do right.

### Excellence in Bring Joy



Fenia Fermanoglou, Care Advisor, Community Services, received the Excellence in Bring Joy Award. She was recognized for always being respectful, considerate and supportive to clients and all team members alike.

With an infectious positive approach, her kind and thoughtful nature are evident in everything she does to genuinely ensure that all those around her benefit in the most positive way. John Kallitsas, Secretary, Froniditha Care was pleased to present Fenia with her award.

### Excellence in Inspire Better



Vasiliki Stigka, Volunteer Coordinator, received the Excellence in Inspire Better Award. She was recognised for making a positive impact on others, staff, volunteers and community members.

Always joyful, in the different roles she has held across the organisation, she has been proactive, supportive and inspirational, leading by example to colleagues and members of the Froniditha Care extended family.

### Bounty of Care Excellence Award



**“ There is no one across the organisation – staff, residents, volunteers, members, elderly and external stakeholders – who aren't positively impacted by Odysseas' work and contribution.**

**- Faye Spiteri OAM, CEO, Froniditha Care**

Odysseas Kripotos, Communications Manager, received the final and most prestigious award of the night, the Bounty of Care Excellence Award.

Odysseas was recognised for contributing above and beyond to the work of Froniditha Care, being a true role model and an exemplar of professionalism and dedication. Through his contribution, he lives and breathes the values and the Bounty of Care ethos of Froniditha Care. Jill Taylor (Nikitakis), President, Froniditha Care was delighted by the announcement and honoured to present this penultimate award.

## Bounty of Care Awards | Celebrating Staff Excellence

**Years of Service Recognition**  
5, 10, 15, 20, 25 years of service

Over 80 staff members were celebrated for their years of service to Fronditha Care. These exceptional individuals were rewarded for their enthusiasm and commitment to the Fronditha Care purpose and mission. At a time when the Aged Care sector is struggling to retain workforce, they serve as an inspiration due to their motivation and belief in the importance of the work they do.



**Fronditha Care Graduates**



Over 20 Fronditha Care staff, who throughout the year undertook professional development courses to improve their skills and qualifications, delivered in partnership with Vative Healthcare, participated in a graduation ceremony.

Fronditha Care was proud to fund the participation of these team members, to support their aspirations for improving their knowledge and capability and the opportunity to apply it in their day to day roles.

**“ The joy of all who participated, from Board Members, the Executive, to the corporate, residential and community services teams, was evident throughout the evening, as everyone shared in the excitement of individual and team success and were truly inspired to be part of OneFronditha.”**

**- Faye Spiteri OAM, CEO, Fronditha Care**

## EOFY Campaign | Community Garden

**More than \$82,000 raised for a Community Garden**



**Fronditha Care recognised an opportunity for its end of financial year campaign to raise funds for a unique project for the benefit of the elderly participating in its Social Support Groups.**

**The organisation was thrilled to receive over \$82,000 from a range of contributors towards establishing a Community Garden.**

**In particular Fronditha Care acknowledges the \$50,000 contribution by the Victorian Association of Argos Orestikon and District (Orestias) and the \$10,000 contribution of Mr Steven Tsalikidis and other benefactors who have continued year on year to support the various Fronditha Care fundraising efforts.**

The garden will be built alongside the Fronditha Care Community Centre, where elders gather throughout the week to connect and socialise as part of Fronditha Care’s Social Support Groups.

This very special garden will be co – designed and built with the participation of the elderly. It will have raised beds so elders can join in planting, tending the garden and growing fruits and vegetables.

There will also be an outside paved area providing much – needed outdoor space for activities. Project planning is underway and works are expected to start in early 2023.



Dr Stella Laletas, Director, Fronditha Care, Mr Mathew Staios, Grant recipient and Jill Taylor (Nikitakis), President, Fronditha Care

## Fronditha Care funds Dementia Research

**Fronditha Care really values the opportunity to contribute to research and projects that are of significant benefit to the Greek Australian community.**

**The organisation was very excited to support Mathew Staios with a \$15,000 grant for a PhD Research comprising Neuropsychological Assessment of Greek Australian Migrants.**

The primary aim of this project is to standardise an extensive set of cognitive tests for use within the Greek Australian community.

The research will adapt a range of commonly used neuropsychological measures, establishing normative data sets for use within the Greek Australian community. In a world first, it will examine the sensitivity and specificity of these adapted and standardised tests to detect dementia of the Alzheimer’s type in Greek Australians.

This project will result in the development of over 20 domain specific tests, specifically designed for the ageing Greek Australian community.

Fronditha Care is really excited about the opportunity that this research offers for international partnerships and sharing of knowledge and outcomes with colleagues in Canada and the US.

**“ I am so grateful for Fronditha Care’s continuous support and cannot thank the Board and CEO enough. Their assistance has enabled me to undertake and complete this important work.**

**- Mathew Staios, Clinical Neuropsychologist**

## \$1.5m to establish a Fronditha Care Foundation and Centre for Healthy Ageing

One of the key priorities for Fronditha Care in its Strategic Framework 2021-2031, is the establishment of a Foundation with the purpose of delivering on projects that focus on healthy ageing of the Greek diaspora in Victoria and beyond.

**Fronditha Care was pleased to receive \$1.5 million from the Australian government towards the establishment of the Foundation and the Centre for Healthy Ageing.**

In making the pledge on behalf of the Albanese Government, Maria Vamvakinou, Member for Calwell, noted that Fronditha Care’s 45 year history of delivering excellence in aged care in the Greek – Australian community will help shape the future of the Foundation and a Centre for Healthy Ageing.

Once established, the Foundation and the Centre for Healthy Ageing will invest in education in chronic disease prevention and management, research to develop novel interventions, screening methods, determine markers for early diagnosis of Alzheimer’s and dementia, and provide services for healthy ageing. And it will consider the specific needs of the ageing Greek and broader Australian community.

The Fronditha Care Board and the Executive are pleased to be partnering in the first phase of this exciting project with Dr Vasso Apostolopoulos and her team at Victoria University.



Jill Taylor (Nikitakis), President, Fronditha Care, Maria Vamvakinou MP for Calwell, Faye Spiteri OAM, CEO, Fronditha Care and John Kallitsas, Secretary, Fronditha Care



Jill Taylor, President, Fronditha Care, John Kallitsas, Secretary, Fronditha Care, with Professor Vasso Apostolopoulos

## Ministerial visit | Fronditha Care Thornbury

The Hon Anthony Carbines MP State Member for Ivanhoe, Minister of Police, Crime Prevention and Racing, and the then Minister for Disability, Ageing and Carers and Kat Theophanous MP, State Labor Member for Northcote visited Fronditha Care Thornbury.

The Minister toured the facility and was impressed by the progress of the small capital works, to upgrade the facility's Memory Support Unit. The Andrews government supported this project through a significant grant to Fronditha Care.

The Minister and Ms Theophanous were hosted by Fronditha Care Board and Executives — Jill Taylor (Nikitakis), President, Mr Nicholas Giasoumi, Vice President, Mr Kostas Livadaras, Treasurer, Mr John Kallitsas Secretary, Faye Spiteri OAM CEO and Mr Jim Scantsonihas, EGM Residential Services.



The Minister, Ms Theophanous, the Board representatives and the Executive had the opportunity to discuss the challenges faced by the aged care sector and the critical role of Fronditha Care in servicing and supporting thousands of community members.

The highlight of the visit was undoubtedly the opportunity for Minister Carbines and Ms Theophanous to spend some time with our beloved residents.



Fronditha Care St Albans team

## Audits and Accreditation

Fronditha Care facilities follow robust policies and processes to keep our residents and staff safe and well, underpinned by our Clinical Governance Framework which is aligned to the Aged Care Quality standards. There were over 12 audits and assessments across facilities in the past year, with great outcomes. All standards, governance, clinical and service requirements were met, with reports commending the consistently great work of the organisation and the fact that our five facilities are fully accredited.

### Newcastle

Fronditha Care Newcastle was successfully re-accredited for three more years in May 2022. The audit report emphasised the exceptional clinical care, excellent communication with families and stakeholders and above all the respect shown by staff towards residents and their needs. The facility is a shining example of how the values of Fronditha Care: Respect, Bring Joy, Inspire Better and Do Right, have been integrated across the facility to make every day special and joyful.

### St Albans

Fronditha Care St Albans facility also achieved another three years of accreditation in June 2022. The audit report noted that residents were “treated with dignity and respect, with their identity, culture and diversity valued”, acknowledging the Bounty of Care ethos that Fronditha Care embraces.

**“ These successful accreditations are a testament to the hard work and dedication of the Fronditha Care Board, the Quality Care and Clinical Governance Committee and staff across corporate and residential services, and their commitment to excellence in clinical governance, quality care and continuous improvement.**

- *Faye Spiteri OAM, CEO, Fronditha Care*

## Tell Touch | Investment in delivery of an exceptional client experience

Fronditha Care is committed to continuous improvement and developing accessible pathways for our clients, their representatives and our staff to provide feedback. To make the process easier we have implemented a new digital feedback system — Tell Touch, which is available in multiple languages, including Greek.

Tell Touch is a much more proactive approach to hearing from, and responding to, compliments and complaints from our elderly, their representatives and our staff. From a management and governance perspective, Tell Touch also provides us with reports that allows us to monitor our performance, support compliance and address emerging issues in real time.

Our residents, home services clients and staff across the organisation are able to provide feedback through a special kiosk (similar to an iPad), or a mobile phone application.

Tell Touch has already facilitated much greater engagement on our feedback process, allowing us to share positive comments organisation wide and make immediate changes where required to improve our service delivery.

## CompliSpace | Investment in a high performing organisation

Fronditha Care implemented CompliSpace; an online platform that provides a learning and development and quality management system.

Through CompliSpace – CompliLearn and CompliCare we have an integrated system for organisational policies, procedures and staff learning. The CompliSpace solution replaces our previous disparate learning, policy and procedure platforms.

The CompliSpace learning materials and policies and procedures are linked to the Aged Care Standards, and content is developed by subject matter experts.

CompliSpace and its integration across governance policy and procedures, is another example of a solution implemented by Fronditha Care to evolve and streamline its responses to continuous improvement in service delivery.

## Enhancing Workplace Practices | Safety Strategy Framework

A key pillar of the Fronditha Care strategic framework is a high performing organisation. In the past year, this has included partnering with Gallagher one of Australia's – and the world's – largest insurance broking and risk management consultancies.

Fronditha Care partnered with Gallagher on a range of projects, including conducting a Safety Gap Analysis and Safety Climate Survey. On the back of the audit report, Fronditha Care is in the process of implementing a Safety Strategy Framework with areas of focus including leadership, governance, risk management and assurance framework for better practice in a range of domains related to workplace safety.

An important element of the partnership includes Gallagher's in-house Occupational Therapists working closely with Fronditha Care's Return to Work Coordinator and line managers to implement early intervention strategies.

The benefits so far include enhanced proactive support for employees and a significant reduction in workers' compensation injury claims.

## Enhancing Risk Maturity | Enterprise Risk Strategy and Framework

Fronditha Care has also partnered with ANSVAR, to develop an Enterprise Risk Framework, establishing its risk maturity and strategy for risk management effectiveness, implementing a risk management improvement plan.

Fronditha Care is focused on ensuring its risk management creates and protects value. It is developing a framework which is being integrated into its strategy and business planning to build and safeguard the positioning of the business, its people, processes and resources.

The aim of the strategy is to ensure Fronditha Care achieves its objectives, prevents harms, improves performance and builds greater resilience.

The Executive team has worked collaboratively with the Board of Directors to set the risk appetite for the Enterprise Risk Management Strategy and Framework and its implementation.

# Residential Services



Above: Christos, St Albans resident

## *Delivering a Bounty of Care*

**Fronitha Care services almost 500 elderly residents across four locations in Melbourne: Clayton, Templestowe, Thornbury and St Albans and one in Newcastle, NSW.**

Fronitha Care understands deeply that connection to language, music and traditions underpins the relationship and engagement of our residents to the family and the community. This forms the basis of the culturally centred care that is delivered everyday through everything we do and which makes a difference to the health and wellbeing of our residents.

The easing of the COVID-19 related restrictions allowed for an even richer leisure and lifestyle program compared to the past year, with a particular focus on the celebration of key cultural events, such as Easter, Christmas and the Lunar New Year.

Fronitha Care has implemented with vigour its COVID-19 management plan, to ensure the safety of the residents during the most severe and challenging period of the pandemic, through establishing robust protocols and procedures in visitation, including ongoing screening for visitors, staff and suppliers to the facilities.

We maintained high vaccination rates of residents and staff, and in circumstances that were COVID-19 exposures, the focus of being prepared held it in good stead to deal with the challenges.

Fronitha Care focused its efforts in establishing as many Partners in Care Agreements as possible so that residents can continue to see their loved ones and live life as normal, as far as possible.

**“Our teams were agile in managing the risks, and as the year end draws near, we are optimistic given the decreased threat of COVID-19. Nonetheless, we remain vigilant and our teams across facilities continue to work hard to manage the risks.”**

**In many ways, the community has acclimatised to live with COVID-19, and Fronitha Care is grateful to residents, families and its staff, for the support, understanding and cooperation in working through this together.”**

*– Jim Scantsonihas,  
Executive General Manager Residential Services*



## St Albans

The first year in the new luxurious facility in St Albans, was challenging due to the restrictions of the COVID-19 pandemic, but it didn't stop staff from delivering exceptional services to all 90 residents.

In June, the facility was successfully re-accredited for another three years. The audit report noted that residents were "treated with dignity and respect, with their identity, culture and diversity valued", acknowledging the alignment of service delivery with a Bounty of Care ethos that Fronditha Care embraces.

The residents are particularly fond of the garden, which surrounds the facility, and is enveloped by beautiful flowers and plants and spacious indoor areas where they gather during the day.

The Lifestyle Team has been active, with many initiatives coming to fruition after a challenging year with limited activity opportunities. Many music groups, comprised either of volunteers or professional musicians, have visited the facility and performed for the residents, bringing joy and excitement for all.

Residents also love the cafeteria, and in particular enjoy the crepes the staff make for them, the weekly Kafenio and the Ladies' High tea.

Volunteers have been a tremendous support during big cultural celebrations such as Easter and Tsiknopempti. Many residents also look forward to the monthly visits of the local priest as he caters for their spiritual needs.

After 10 years, we farewelled Residential Manager Sue Donaldson, and Tapiwa Dhliwayo was appointed to lead the facility.

**“I am grateful to Fronditha Care and humble that I am able to work with the team to do ever more for the residents at the St Albans facility. I am so excited to create beautiful moments for our beloved elderly.”**

– **Tapiwa Dhliwayo**, Manager of Residential Care, St Albans

## Clayton

Fronditha Care Clayton successfully navigated through another challenging year because of the pandemic. Implementing robust procedures, and processes and facilitating initiatives to keep residents safe and connected to the community. There was regular communication to ensure that family members were kept abreast of activity at the facility and especially in times of COVID-19 exposure.

Fronditha Care Clayton has also partnered with the Queensland University Faculty of Health School of nursing in the ELDAC linkages program, to explore building capacity by increasing staff skills, knowledge and confidence.

Residents celebrated and took part in cultural events, most notably OHI day. They enjoyed a special Masquerade Party and a High Tea organised by the Lifestyle Team. Residents took part in a project where they were professionally photographed and their photos displayed across the facility.

A visit from famous Greek singer Giannis Ploutarhos, brought untold joy to residents and staff alike. As he toured the facility, residents could not wait for the opportunity to speak with him and have their photo taken.

The team as always, worked exceptionally hard, going above and beyond their duties to ensure the safety and well-being of everyone at the facility.

**“I am grateful to all at Fronditha Care who have supported the organisation for all these years, especially in the last year. Encompassing our core values, strong teamwork, skills and eagerness to go above and beyond, the Clayton team has to be admired for its commitment and for always putting other first. I thank them all for going the extra mile.”**

– **Jayson Vinod**, Manager of Residential Care, Clayton

# Templestowe

Fronthitha Care Templestowe has remained focused on delivering outstanding services to the 60 residents of the facility, and with the COVID-19 restrictions easing, the activities and lifestyle program was revamped.

A plethora of activities was organised and delivered by the Lifestyle team, such as celebrating Greek Independence Day, Oktoberfest and Chinese New Year. After much anticipation, the bus outings recommenced, connecting the residents to local community groups. Local musicians have started again performing live music for the residents and making them sing and dance to their favourite Greek songs.

Residents have a special connection with the volunteers, and they were glad to reconnect.

Visitors were welcomed back and added so much to the vibrant and joyful atmosphere at the facility.

Refurbishment works were also completed, and four double rooms were turned into 8 rooms with individual en suites. It was a remarkable year for the facility, which kept its community safe and well, making Fronthitha Care Templestowe a desirable openhearted home for residents.

**“I am glad that the Fronthitha Care Templestowe community have come back together, and we can provide more opportunities to the residents for engagement and cultural entertainment. We are pleased to see the residents enjoy the services we provide and we will continue to plan and implement initiatives to make them even happier.”**

– **Renee Bognar**, *Manager of Residential Care, Templestowe*



# Thornbury

In the past twelve months, Fronthitha Care Thornbury has steered through the second year of the pandemic thanks to the tireless dedication of the staff and the assistance of residents' families.

Refurbishment works to build en suites in 12 rooms of the Anesi wing have already started, and four rooms have already been completed. The four different wings of the facility followed lifestyle programs curated to the needs of the residents, while everyone welcomed the joint initiatives.

Greek independence celebration, Queen's birthday celebration, and the Easter celebration were some of the most significant activities the lifestyle team has delivered, receiving great praise from residents, families and staff. Due to the diligence and preparedness of the staff, COVID-19 exposures were successfully resolved, and strict measures to prevent future transmissions are in place. We sadly farewellled Tina Lamond wishing her well, and Ralph Rodrigo was pleasingly appointed Manager of Residential Care.

Two staff members were recipients of The OSCARS Recognition of Excellence program. Irene Panagopoulos, Laundry Officer, was acknowledged for providing quality laundry service, building trusting relationships with the residents, and working alongside a wonderful team is why Irene has been there for 16 wonderful years.

Sofia Simopoulos, Laundry Assistant, was also recognised for her commitment, hard work, attention to detail and kind demeanour to the residents.

**“Fronthitha Care Thornbury is grateful for the support from the families and management in the past year. We are looking forward to the coming year and creating moments of joy for our residents.”**

– **Ralph Rodrigo**, *Manager of Residential Care, Thornbury*

# Newcastle

There were a lot of positive changes at the Fronthitha Care Newcastle facility in NSW. Laurey Garratt was appointed Residential Manager, after the departure of Garrison Brassington. Laurey has been the Clinical Care Coordinator of the facility, and her knowledge, skills and calm attitude have facilitated the smooth transition of management.

The facility was successfully accredited for three more years, with all outcomes met. The audit emphasised the exceptional clinical care, excellent communication with families and stakeholders and above all the respect shown towards residents and their needs.

Small capital works were rolled out at the facility, including the replacement of carpets with wood look vinyl flooring in all loungerooms, new outdoor furniture and the change of pharmacy.

The residents also loved to spend time in the facility's garden, where they plant and curate plants and flowers.

The Lifestyle team have been really busy planning and preparing engaging activities, such as Christmas in July, Australia Day and the Greek National Day celebrations.

The Hippocrates Association celebrated its 30 year anniversary along with the Hippocrates Facility Anniversary in a special event with the attendance of Federal and Local Government Members.

Every one at the facility looks forward to the new year, as life returns to normal after the easing of COVID-19 restrictions.

**“We are a very inclusive and multicultural community and we always welcome feedback from families and residents regarding any activities or programs that will bring them joy and Inspire Better.”**

– **Laurey Garratt** *Manager of Residential Care, Newcastle*

# Community Services



Above: Nikos, Community Services client

## Bringing Joy

**Fronitha Care's Community Services has provided significant support to over 1000 people living at home and needing help with their daily duties to maintain their independence.**

The pandemic, unfortunately had a residual effect on the elderly, and many clients of Greek background sought Fronitha Care for their medical, cultural, and spiritual needs while continuing to enjoy life at home. This resulted in significant growth for Fronitha Care Community Services, particularly Home Care Packages.

It is projected that the growth will continue over the next years, since there are also more initiatives encouraging the elderly to live at home for as long as possible rather than entering an aged care residence. This has meant significant growth for Fronitha Care's Community Services, particularly Home Care Packages.

In total, Fronitha Care Community Services' staff have delivered 85,460 hours of care in the past year, predominantly personal care, domestic support, respite, transport and meal preparation.

The continued growth of Community Services though, was challenged due to workforce shortages, that have affected the whole aged care sector. The lack of migration over the last few years and the decision of many staff to leave the sector, coupled with increased demand as the population ages and chooses to remain at home has had a very large impact on the sector. Fronitha Care in spite of this, grew its team and has launched

multiple campaigns to recruit qualified personnel to cover the needs of the elderly, and is still using different avenues to disseminate the value proposition to the interested candidates. In spite of labour scarcity challenges, Fronitha Care has been able to increase the number of its employees and retain a 91% Greek-speaking staff ratio across Community Services.

The home care reforms announced by the Government, specifically the Support at Home Program, which aims to amalgamate the Commonwealth Home Support Program and the Home Care Packages Program, programs have been deferred to July 1, 2024.

**“The last year has been a challenging and rewarding one for Community Services. We have continued to grow and deliver services supporting people to remain at home. We also continue to review and implement strategies to ensure we deliver services in a safe manner as we manage the impacts of the COVID19 pandemic.”**

*– Penny Athanasopoulos Hobson, Executive General Manager Community Services*

## Home Care Packages

The Home Care Packages program is designed to assist people with more complex care needs that cannot be supported through the Commonwealth Home Support Programme.

Each package is flexible and can be tailored to the needs of the elderly, so they can remain independent in their own environment. Our package services include but are not limited to bathing, hygiene, grooming, meals and food preparation, cleaning, laundry, home or garden maintenance and transport.

The program continued to be the largest program in Fronditha Care's Community Program, and has recorded the largest growth of 874 clients, up from 665 in June 2021 a net growth of 209 clients.

Throughout the year we had 410 admissions and 168 discharges, with 61 of the later transitioning to Residential Facilities and 29 of them, being admitted to one of the Fronditha Care Homes.

**EL 91%**  
Greek speaking staff

**36%**  
net increase of Home Care packages

**85,460**  
hours of at-home care delivered

**49%**  
increase of care staff in Community Services



Effie, Community Services client



Volunteers at the St Albans facility

## Volunteer Program

**Volunteers are integral to maintain connection and engagement between Fronditha Care and the community. Since the inception of the organisation in 1977, they have played a significant role in supporting the work of our staff, fundraising and being Fronditha Care ambassadors.**

Volunteers support residents with their cultural and spiritual needs, and they are a point of reference to the resident's daily routine. Many volunteers visit the elderly at their own homes where they socialise; others meet them at the social support groups, while the Auxiliaries are responsible for many fundraising activities for Fronditha Care.

Other volunteers help with the celebration of special events and perform to entertain the residents and Social Support Group participants.

With the appointment of Vasiliki Stigka to the role Volunteer Coordinator, the Volunteer Program has seen significant improvements, including greater volunteer engagement and connection.

The program was also able to operate with less disruption than in the previous year, after the relaxation of the COVID-19 restrictions and the vaccination rollout to the volunteers and clients.

**“ The Volunteer Program has helped me to socialise with people and mostly give joy to the elderly. Every month I come and play music for the elderly, and their smiles give me immense pleasure”**

**– Nicholas Makrynakis, Volunteer**



Anna, Social Support Group participant

## Access and Support Program

**Fronditha Care's Access and Support program is a gateway for prospective clients to learn about the different aged care services in their language and ask questions of people that make them feel understood and welcomed.**

As there has been a greater demand for in-home assistance services, the Access and Support program has helped a lot of elderly consumers with assistance in accessing those services.

Fronditha Care has linked them into many different services, including referral to My Aged Care to be assessed for support at home. Throughout the year the access and support coordinator delivered 1450 hours of support to clients wishing to commence receiving services. Like the Domestic Assistance Program, it has exceeded the activity targets.

## Domestic Assistance Program

**The Domestic Assistance program provides entry level support for people over the age of 65 to assist with general house cleaning including mopping, vacuuming floors, dusting and cleaning of kitchen and bathrooms as well as unaccompanied shopping and linen services.**

The program continued to experience high demand and Fronditha Care delivered 2138 hours of care for the program, far exceeding the activity target of the year.

## Social Support Groups

**The Social Support Groups remained extremely popular and provide an opportunity for clients to socialise and spend quality time in a familiar and joyful environment.**

The groups were able to operate with minimal disruption due to COVID-19 restrictions as Fronditha Care implemented a number of strategies to manage the risk of COVID 19 including enhanced client screening protocols, staff continuing to wear N95 masks and the necessary Personal Protective Equipment, and the implementation of air purifiers to each venue. In October 2022, Fronditha Care commenced an additional day for a new Social Support Group, at the Mulgrave Hub.

A special Community Garden will be created next to the Fronditha Care's Community Centre in Mulgrave, where elders gather throughout the week to connect and socialise as part of Fronditha Care's Social Support Groups.

Participants of the Social Support Groups are very excited by the opportunity to co-design the garden and looking forward to contributing their experience in planting and tending the garden.



Gabriel, Social Support Group participant

**“ I really enjoy coming here. The facilities, services and environment is exceptional and I am really happy each day that I come to Fronditha Care and am part of the group.”**  
**- Kostas, Social Support Group participant**

# Stay Connected, Stay Engaged



Above: Stavros, Social Support Group participant

## Giannis Ploutarhos visit | Fronditha Care

Fronditha Care had the pleasure of hosting one of the most beloved Greek singers, Giannis Ploutarhos, at its Clayton facility.

Mr Kostas Livadaras, Treasurer, Faye Spiteri OAM, CEO and Clayton Facility management welcomed Mr Ploutarhos and his son Giorgos Kakosaios, who were greeted with great excitement by the residents and staff.

Mr Ploutarhos, who took the opportunity to get to know some of the residents and listen to their life stories, was very moved by the way he was embraced by one and all.

**“We should all treasure our elders and do everything possible to ensure that they receive the love and care they deserve. I feel very privileged to have had the opportunity to visit Fronditha Care and see first hand the amazing work of this organisation and spend time with residents. This is an experience I will keep in my memory and my heart forever.”**

**- Giannis Ploutarhos**

Fronditha Care has had a long standing relationship with Mr Ploutarhos and is grateful for his ongoing philanthropic support.



## Auxiliaries

**Fronditha Care’s Auxiliaries are overseen by devoted volunteers who dedicate their time and efforts to raise funds that contribute to programs or the purchase of equipment and other assets for the benefit of those in our care.**

Fronditha Care is generously and proudly supported by the Templestowe, Thornbury and St Albans Auxiliaries.

All members share a genuine love for the elderly and are true ambassadors of the organisation’s purpose and mission, promoting Fronditha Care and its services to the community.

Due to the pandemic and mandatory restrictions this year sadly, no events could be hosted.

However, this didn’t dent the enthusiasm of our Auxiliary Presidents and their teams, as they organised two very successful raffles, raising significant funds for our facilities.

The Templestowe Auxiliary raised over \$10,000 in November, while the St Albans and Thornbury auxiliaries collaborated for a joined raffle in September, raising \$6320.



Niki Pezaros, President, Thornbury Auxiliary, Jill Taylor, President, Fronditha Care, Mary Calombaris, President, St Albans Auxiliary and Faye Spiteri OAM, CEO, Fronditha Care



Members of the Templestowe Auxiliary with Jill Taylor, President, Fronditha Care and Faye Spiteri OAM, CEO, Fronditha Care

## Froniditha Care celebrates Valentine's Day

Froniditha Care, this year, celebrated Valentine's Day with a very special tribute to couples in our care.



Whether in our facilities, or their homes, these wonderful inspiring couples, shared stories of how they met and fell in love, how they continue to this day to be inseparable. They shared the secrets of what makes a loving marriage and happy family life.

A tribute video delighted one and all when shared on our social platforms, attracting over 17,000 views. Greek media ran a number of front page stories of these amazing couples.

Froniditha Care proudly provides accommodation for couples in its facilities, who wish to continue to spend their golden years together.

Click [here](#) to view the video or scan the QR code.



## Froniditha Care celebrates International Women's Day with Clare O'Neil MP

Froniditha Care had the privilege of celebrating International Women's Day with Clare O'Neil MP.

Clare O'Neil, Member for Hotham and now Minister of Home Affairs, delivered a key note address to Froniditha Care team at the Mulgrave Support Hub, with staff across the organisation taking part online.

Ms O'Neil, gave an insight into her career and life ambitions, how she has overcome challenges across all domains of her life and continues to question the status quo. She shared her inspirational story which saw her at the age of 23, becoming the youngest female mayor in Australian history.

Talking about her journey to becoming a member of the Australian parliament, she talked about the benefits of the hard won fight which has seen her achieve so much in such a short time, including being a mother of three young children.

In a very touching tribute, Ms O'Neil, congratulated the leadership of Froniditha Care led by Jill Taylor Nikitakis, President and Faye Spiteri Tsolakis OAM, CEO, alongside other female leaders of Greek heritage who had championed women's rights and broken through significant barriers to achieve social, political, economic and cultural change.

**The team were all inspired by Ms O'Neil and especially encouraged by her profound message for all: Dream Big.**



## Froniditha Care's 3XY Radio Show

The 3XY radio program is an important and essential link between Froniditha Care and the greater community. Odysseas Kripotos and Ria Georgiadis have produced and presented 43 radio shows in the reporting period, 7 more than the previous year. More than 70 guests were invited on the show to present on various topics such as the vibrant lifestyle programs in the facilities, client experiences and Froniditha Care's capital works.

Froniditha Care's radio show is one of the few platforms that help our elderly communicate, engage and keep-up-to-date with the community, customs and traditions, and government policies. We have shared and acknowledged the life stories of our residents and Community Services clients. The generosity of our elders in talking about their life experiences and lessons learned, has been of great benefit, as our listeners gained insight from their wisdom.

The show also promoted Froniditha Care services across Community and Residential Care, career opportunities, and educated the community on important topics of interest, such as dementia and mental health.

The radio show is a point of reference and key connector to our community.

Restrictions imposed in Victoria meant access to the recording studio for live shows was off limits, so the team pivoted to pre-recording its programs and was glad when restrictions were eased to be back in the studio.



Odysseas Kripotos and Ria Georgiadis at the 3XY studio



Faye Spiteri OAM, CEO, Froniditha Care and Jim Scantsonihas, EGM Residential Services

## Family Briefings

**Froniditha Care has established a very strong relationship with the families of the more than 1500 elderly persons that it cares for.**

Apart from the everyday communications between the managers and the families, the CEO has hosted regular family briefings and the Office of the CEO has sent regular communication regarding changes in visitations, government announcements and updates on services.

For the first time in the history of Froniditha Care, families and representatives of the elderly living in the five facilities of the organisation attended a combined online meeting with Faye Spiteri OAM, and Jim Scantsonihas, Executive General Manager of Residential Care, where they heard about the key areas of focus for Froniditha Care based on the organisation's 10 year Strategic Framework, including workforce strategy and organisational performance. The participants also raised questions about service delivery and gave very positive feedback about the management and the dedication of staff members in the care of the elderly.

Over 70 family members of those receiving care through Community Services, also joined in an online briefing, hosted by Faye Spiteri OAM, CEO, and Penny Hobson, Executive General Manager of Community Services, and were provided with an outline of key areas of focus for Froniditha Care based on the 10 year Strategic Framework, including workforce strategy, and overview the organisational performance for the past year. The meeting provided the opportunity for further engagement with the management of Froniditha Care, who answered a range of questions about service delivery to the elderly across Community Services.



*Celebrating  
our people*



Photo credits: All these beautiful moments were captured by Ria Georgiadis, Odysseas Kriptos and members of the Fronditha Care family.

## Dementia information session



Event hosts and panelists

Almost 300 people attended a special information session about Dementia and the Greek Australian Community, hosted by EEAMA and organised by Fronditha Care, and PRONIA and emceed by Odysseas Kripotos, Fronditha Care.

Professor Vasso Apostolopoulos and Dr. Arthur Kokkinias, spoke about dementia and covered topics ranging from symptoms, diagnosis, the interrelationship between the brain, the gut and the immune system. Mathew Staios, who was recently awarded a second grant from Fronditha Care to complete his research, shared learnings from his work, announcing that the diagnostic tool for those of Greek heritage in Australia, will be available in the next few months.

Jill Taylor, Fronditha Care President, welcomed attendees, noting, on behalf of Fronditha Care, how pleased she was to host this very important event in partnership with EEAMA and PRONIA. She spoke about the important responsibility for key community organisations to be talking about dementia, and making sure the members of the community better understand this condition that currently affects hundreds of thousands of people in Australia.

**“Fronditha Care provides specialised care for those living with dementia both through our community services and across our five facilities, and we are very focused on raising awareness of dementia from the perspective of how it affects the Greek Community to reduce the stigma and discrimination surrounding this condition.”**

– *Jill Taylor (Nikitakis), President, Fronditha Care*



Panelists at the Information Session

Barrister Paul Kounnas talked about the importance of families discussing advanced care planning, and shared case studies to highlight some of the challenges people face when they are not prepared. Bronwyn Hall, State Manager of Dementia Australia, also gave an overview of the organisation’s services.



Jill Taylor (Nikitakis), President, Fronditha Care



Jill Taylor (Nikitakis), President, Fronditha Care, addressing Members

## Member Briefings

Jill Taylor (Nikitakis), Fronditha Care, President, hosted two Member Briefings during the year.

The briefings form part of the Board’s commitment to transparency and improved communication with Fronditha Care members and the broader community. The sessions provided updates on the progress of the organisation as it recalibrates its financial position and impacts of efficiency and other measures.

At the first session of the year, Fronditha Care marked, in a small celebration (due to COVID-19 restrictions) 45 years of service to the community.

The President presented an update on progress against its Strategic Framework and Business Plan and spoke about plans for the future. Members also asked questions and raised issues for consideration while acknowledging and congratulating the work of the Board and Executive, to recalibrate the organisation during challenging times.

## Maintaining Cultural Ties

Fronditha Care has built and maintained very strong relationships with dignitaries, community leaders and stakeholders. This year, Board Members and the Executive have attended events, commemorating important cultural occasions, celebrating achievements of the Greek diaspora maintaining strong cultural ties and forging important partnerships.



Associate Professor Marinis Pirpiris, President, Hellenic Medical Society of Australia, Emmanuel Kakavelakis, Consul General of Greece in Melbourne, Jill Taylor, President, Fronditha Care, Faye Spiteri OAM, CEO, Fronditha Care



John Stamoulis, CFO, Faye Spiteri OAM, CEO and Odysseas Kripotos, Communications Manager from Fronditha Care celebrating PRONIA’s 50th Anniversary



Jill Taylor, President, Fronditha Care, laying a wreath during the Battle of Crete commemorations

# Inspire Better



Above: Staff members from Fronditha Care Thornbury at the Bounty of Care Awards 2022

**“I am so appreciative to Fronditha Care. The management is approachable and personable, making you feel a strong sense of belonging. I feel as though I’ve worked for this organisation forever.”**

*- Liliana, Personal Care Worker, Community Services*

**Our employees are the backbone of Fronditha Care. We thank each staff member for bringing joy to our beloved elderly, always doing right and being a source of inspiration for the whole community.**

Fronditha Care has 730 staff across its facilities, community services and corporate office. Our four values motivate our diverse workforce every day to serve our clients’ complex needs.

Dedicated, devoted and passionate, our staff have demonstrated remarkable resilience during a challenging year and have gone above and beyond in every way to contribute to our reputation as a leading provider of aged care services.

The aged care sector has been affected, as no other, during the past three years. We have witnessed many people changing careers as the aged care sector posed insurmountable challenges through continuous changes in regulatory obligation and compliance. Fronditha Care’s staff though, worked through this all, proving their commitment to the service of the elderly, and with the utmost regard to the Bounty of Care ethos.

We pay our respects to every single staff member and thank them for contributing so much to the legacy of Fronditha Care.



## Clinical and Quality management

**Froniditha Care has focused on driving compliance with standards and governance frameworks across the organisation to ensure that clinical care and services are delivered in a safe and supported environment for all those in our care.**

The organisation has demonstrated tremendous agility through its commitment to its Continuous Improvement Framework and its ongoing quality management program in all its services.

The pandemic has continued to raise many challenges in the organisation and Froniditha Care took a number of measures to respond proactively. Froniditha Care developed an enterprise wide strategy for its COVID-19 preparedness response and recovery plans.

We constantly reviewed our COVID-19 Safe Plan, strengthened our safe practices and provided ongoing training to staff with updates on the outbreak management plans and visitors' entry processes, in line with state and commonwealth orders as well as application of global learning. Froniditha Care continued to roll out vaccination clinics for residents and staff, while all outbreaks were well – managed thanks to our protocols and processes and staff commitment.

Froniditha Care through its Quality and Clinical Care Board Committee developed a framework for reporting against the Aged Care Quality Standards. Uplifting of staff capacity aligned to the framework was rolled out through CompliLearn, our learning and development platform.

To support continuous improvement in the delivery of quality care across residential and community services, Froniditha Care has also implemented Tell Touch a feedback (complaints and compliments) system for all clients and staff. The new electronic feedback mechanism Tell Touch was rolled out to all facilities, Community Services clients and staff organisation wide.

### Continuous improvement in Food Safety Program

Froniditha Care has reviewed and updated its Food Safety Program 2022, and set up a food focus group across all facilities to consult with clients and families on food quality and to continuously improve dining experience for the residents. PlenaHealth dietitians have undertaken monthly audits and assessments of the texture – modified meal consistencies, noting that they have ‘great flavour and with excellent comparison to main meal’. Froniditha Care, to facilitate menu planning, purchased a new recipe catalogue software named Smith Kit which has already improved menu design.

## Froniditha Care CEO | Leaders' Summit

Froniditha Care's CEO, Faye Spiteri OAM, was invited to speak at the 2022 Leaders Summit. She presented the Froniditha Care 10 year Strategic Framework, talking about Froniditha Care's success in weathering a stormy 2020 and its focus on organisational transformation.



Speaking to a large audience, she outlined how in the second half of 2021, Froniditha Care developed its new Strategic Framework to pave the way forward for the organisation, focusing on four key strategic pillars:

- Exceptional Clients Experience
- Sustainable Growth
- an Engaged and Competent Workforce
- High – performing Organisation

She shared some of the key challenges that the organisation faces, such as demand for its culture – specific aged care services, consumer and family expectations to remain at home longer, and the need to meet expectations for Greek speaking staff in its service delivery.

In driving improved quality outcomes, she shared with the audience that the Froniditha Care Board and Executive has delivered better governance and transparency in its operations underpinned by three key areas of focus:

- Strong financial plans for getting back to profitability
- Review of the service delivery model
- Workforce strategy

Finally, she added that while the pace of change and transformation might be challenging, when the purpose is strategic and clear, — which at Froniditha Care is all about its people — great things can be accomplished.

## Froniditha Care's Labour Agreement

Froniditha Care throughout the year promoted its Labour Agreement. The Agreement, initially signed in 2014 with the Federal Government, allows Froniditha Care to give working rights to Greek speaking Personal Care Workers seeking employment in Australia.

It has been an important vehicle, across the years, supporting a number of people to be gainfully employed and with some realising a dream of Australian citizenship.

Kelly Maragos, Executive General Manager, People and Culture, has promoted the Labour Agreement through a number of information sessions.

In May she spoke to participants at an information session hosted by the Greek Community of Melbourne for newly arrived migrants and those interested in moving to Australia.

Ms Maragos gave an overview of Froniditha Care's Labour Agreement and opportunities for those wishing to work in aged care, attracting a lot of questions and interest.

Froniditha Care has already sponsored over 40 people and is renegotiating its Labour Agreement with the Federal Government to allow for more places.



Demi Papoulia, PCW, Froniditha Care Clayton, sponsored successfully through the Labour Agreement and Bounty of Care Excellence Award Nominee

## Froniditha Care celebrates its new Residential Managers

The Froniditha Care leadership development program has seen great outcomes for three of its Clinical Care Coordinators who this year were appointed to the role of Manager of Residential Care of their respective facilities. These appointments facilitated a smooth transition and were welcomed by residents, families and staff alike.



**Laurey Garratt was appointed to the role of Manager Residential Care, Froniditha Care Newcastle facility, in April.**

She was previously the Clinical Care Coordinator for seven years and has demonstrated strong dedication, and commitment, with a focus on improving clinical care and services for residents.

Since her appointment, Laurey has focused on building a strong team aligned with OneFroniditha.



**Ralph Rodrigo was appointed to the role of Manager Residential Care, Froniditha Care Thornbury, in July.**

He joined Froniditha Care Templestowe in 2011 as a Personal Care Worker. He became a Registered Nurse in 2013 and in 2020 was appointed to the role of Clinical Care Coordinator.

Throughout his years of service, he has shown devotion, commitment, and a determination to ensuring that the elderly in his care live their best life. Exemplary in his sensitivity and openness towards his staff, he is known for his kindness and generosity.



**Tapiwa Dhliwayo was appointed to the role of Manager Residential Care, Froniditha Care St Albans in July.**

She joined Froniditha Care St. Albans as the Clinical Care Coordinator six years ago. During her tenure, she built protocols and procedures to better serve residents, and played a significant part in addressing the challenges presented by COVID-19.

Last year, she oversaw the move to the new state-of-the-art St Albans facility.

**“Froniditha Care is pleased to see Laurey, Ralph and Tapiwa take on their new positions with such vigor, and we are all confident that they will continue to work with the Executive team and other colleagues to implement the organisation’s strategy, driven by OneFroniditha for the benefit of all our residents, families and staff.**

*- Jim Scantsonihas, Executive General Manager Residential Services*

## OneFroniditha

There has never been as much focus on the Aged Care sector as in the past couple of years. Froniditha Care while undergoing its own transformation is evolving to meet the challenges ahead. Our entire team is energised by what we have achieved to date and excited about the future.

In the last year, through the results of a baseline culture survey, Froniditha Care leveraged the strength of its people to create a stronger, more resilient organisation for the future under the banner of OneFroniditha.

The OneFroniditha culture drives our success, it connects our people and enables and brings our strategic pillars to life. The OneFroniditha philosophy is the organisational response to ensure that employees are involved in decision making, teams collaborate and that we support, inspire and learn from each other.

Froniditha Care is always looking for ways to improve our practice and our service delivery. In a recent pulse survey, we tracked the progress across our organisation, against staff related performance criteria and the employee experience.

**The results speak for themselves. Froniditha Care has a workforce that is passionate, committed and proud of the organisation that they work for.**

 **97%** enjoy the work they do

 **94%** are inspired and motivated by Froniditha Care’s vision

 **98%** believe the work they do is important

 **97%** are proud to work at Froniditha Care

 **93%** appreciate how their work contributes to the Froniditha Care mission

 **95%** believe that Froniditha Care provides a safe working environment

\*N = 325

## The Froniditha Care Traineeship Program

Twenty three (23) Froniditha Care staff undertook professional development courses to improve their skills and qualifications, delivered in partnership with Vative Healthcare. The courses are part of a State Government initiative under their Traineeship framework, for employees to gain qualifications and expertise in fields they are interested.

Froniditha Care is delighted by the achievements of these individuals and acknowledged and congratulated the graduates at the Bounty of Care Awards.

The program commenced in 2021 with participants undertaking the following courses:

- Certificate IV Ageing Support & Disability
- Certificate IV Leisure & Health
- Advanced Diploma Competitive Systems & Practices
- Diploma Leadership & Management and Commonwealth Home Support Program

**“Froniditha Care is really proud to support the learning and developing opportunities of its staff. We see this as an important step in lifting individual capabilities and investing in the future of our people.”**

*- Faye Spiteri OAM, CEO, Froniditha Care*



Froniditha Care graduates at the Bounty of Care Awards 2022

## Knowledge Management

The pandemic has accelerated the move to 'digital first' ways of working, with digital and technology enabling much of what we do organisationally. We are investing in digital to improve our services for all those in our care and enable us to work more effectively, efficiently, and securely, including updating our IT, unlocking the power of our data, and increasing our information security through work we have done in relation to cyber security and alignment to the Essential Eight cyber security guidelines for business and are ASD8 compliant.

### Looking after the wellbeing of our people

We know that working at home or being furloughed for significant periods of time hasn't been easy. We have an Employee Assistance Program, as well as colleagues who are trained mental health first aiders, and we've actively promoted this support to all employees.

We will be surveying different groups of staff at three points during the year to check in on their wellbeing, ask for their experiences of working from home or furlough, get their thoughts on future ways of working, and equality, diversity, and inclusion.

We've introduced a new starters virtual induction sessions with smaller wrap around sessions to help staff understand benefits and engage on OneFronDitha.

This is only the start of a longer journey, but it's one we are absolutely committed to.

### Safeguarding

We have a legal and moral responsibility to protect from harm everyone who encounters our organisation, including our staff and volunteers.

We've learned a lot this year about engaging with our people and checking in on their wellbeing, and we'll continue doing this in future through pulse surveys, particularly as we make decisions about how we will work in a post pandemic world.

## New ways of working

### Introducing an enterprise - wide performance review process

FronDitha Care focused on supporting staff through individual portfolio performance and redesign of organisational processes, introducing an enterprise - wide performance review process.

The foundations of the new process are embedded in influencing cultural change around performance and accountability and will cascade down from CEO to Executives to staff across the entire organisation. The focus is on ensuring the four strategic pillars are integrated into how FronDitha Care monitors performance, that continues to meet compliance requirements, while creating enterprise - wide policies, processes, rating systems, internal communications and training.

### Learning and Development: CompliLearn

As we continue to adapt to new ways of working, we have introduced CompliLearn to modernise how we support our staff to learning and develop.

We are working with managers to find out what learning and development needs they have and the assistance they need to support the wellbeing and mental health of their teams.

We have improved our learning manager systems through CompliLearn and refreshing several e-learning courses to ensure that our training is fully compliant with the Aged Care Quality Standards and other areas like data protection, safeguarding and health and safety.



Goals Setting and Workforce planning - Managers' meeting



Above: Konstantina, PCW with Anna Social Support Group participant

# Board of Directors



## **Jill Taylor (Nikitakis)**

– President, FRAC Committee member

Appointed May 2013

Attended 11 meetings of an eligible 11

B. Bus. (Accounting), CPA, MAICD

Ms Jill Taylor is a member of the Finance, Risk and Audit Committee.

Ms Jill Taylor (Nikitakis) first joined the board in 2013 and held the position of the Fronditha Care Company Secretary from 2015 until November 2020. She was appointed President of Fronditha Care in December 2020.

Ms Taylor is a highly experienced Executive and Non-Executive Director, a CPA qualified accountant and business consultant. She has spent the majority of her career in the accounting and finance sector, as a tax consultant, mortgage advisor, a registered company auditor, a licensed investigator, specialising in financial fraud and more than 15 years in public practice.

She has served as a member of various industry and Ministerial committees.



## **Nicholas Giasoumi**

– Vice-President, Chair of Governance Committee, FRAC Committee member

Appointed November 2021

Attended 6 meetings of an eligible 6

CA ANZ, B Comm

Nicholas joined the Fronditha Care Board in November 2021 and is member of both the Finance Risk and Audit Committee and the Governance Committee.

Nicholas has been a Chartered Accountant for in excess of 30 years. Since 2003 he has been a director of Dye & Co Pty Ltd, a leading Solvency and Turnaround specialist company that assists companies and individuals navigate their way out of financial distress.

Nicholas is a Registered Company Liquidator and Trustee in Bankruptcy and has had significant experience across a wide range of industry sectors.



## **Kostas Livadaras**

– Treasurer, Chair of FRAC Committee

Appointed November 2020

Attended 11 meetings of an eligible 11

Mr Kostas Livadaras joined the Fronditha Care Board in 2020, and in June 2021 was appointed Treasurer and Chair of the Finance Risk and Audit Committee.

Mr Livadaras is the Managing Partner of a Public Accounting and Financial Advisory Practice 'Stantins' and has over 25 years of experience in finance and strategy across a range of diversified industries including the Medical and Aged Care Sector. As a public accountant he oversees several businesses where he provides financial, merger acquisition and growth strategy advice.

Mr Livadaras has a deep understanding of compliance and corporate governance, has held roles and advised businesses as a non-executive director to their board and as a member of finance and related committees.



## **John Kallitsas**

– Company Secretary

Appointed December 2020

Attended 10 meetings of an eligible 11

BA (Hons) Melb, MIB Melb, MAICD, Sir Edward 'Weary Dunlop' Leadership-Asialink, Hellenic Australian Chamber of Commerce (HACCI) Secretary

John joined the Fronditha Care Board in December 2020. He was appointed Company Secretary of the organisation in November 2021 and is a member of the Finance, Risk and Audit Committee and Governance Committee.

John has extensive experience in corporate and financial services, including management, human resources and business development with specialised expertise in leasing, fleet management and salary packaging services.



## **Dr Stella Laletas**

– Director, Chair, Quality Care and Clinical Governance Committee

Appointed November 2020

Attended 11 meetings of an eligible 11

BA, DipEd, GDip (Psych), PGDip (Psych) MPsych (Developmental & Educational Psychology)

Dr Stella Laletas is Chair of the Clinical Governance Committee. Dr Laletas joined the Fronditha Care Board in 2020. She has a PhD in psychology with specialist knowledge in lifespan psychology.

Dr Laletas currently holds a tenured position at Monash University and is a lecturer and researcher in psychology and counselling. She has over 20 years' experience in various executive and leadership roles in the early childhood and education sectors.

As a Director within the early childhood sector, Dr Laletas engaged in the compliance of governance and accreditation processes at local, state and federal levels.



## **Alex Krassas**

– Director

Appointed November 2021

Attended 6 meetings of an eligible 6

B.App.Sci, Dip.OH&S Associate Fellow of the Australian Institute of Management

Alex Krassas joined the Fronditha Board Care Board in November 2021 and is a member of the Governance Committee.

Alex is a Business Manager in the industrial sector and is involved in Regulatory Compliance, Business Development, Project management, Logistics and Occupational Health and Safety. He has 10 years of prior experience in the not-for-profit sector as a Board Director.

# Financial Statements

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For the year ended 30 June 2022

## Summarised Director's Report

30 June 2022

The directors present their report, together with the financial statements, on the Company for the year ended 30 June 2022.

Review of operations	2022 \$	2021 \$
The results of the Company was as follows:		
<b>Reported deficit for the Year</b>	<b>(3,774,774)</b>	<b>(3,975,000)</b>
Add back: Amortisation of bed licences*	3,979,091	-
<b>Normalised surplus/(deficit) after excluding amortisation of bed licences</b>	<b>204,317</b>	<b>(3,975,000)</b>
Add back: Depreciation of property, plant and equipment	3,771,345	3,337,485
Add back: Finance costs	2,604,945	2,568,396
Remove: Interest revenue	(43,434)	(70,611)
<b>Reported surplus before interest, taxes, depreciation &amp; amortisation ("EBITDA")</b>	<b>6,537,173</b>	<b>1,860,270</b>

\*As disclosed in the accompanying summarised financial statements bed licences are now considered to have a finite life from 29 September 2021 to 30 June 2024. Consequently, amortisation of \$3,979,091 has been recognised during the year ended 30 June 2022.

### Objectives

Fronditha Care is a leading provider of aged care services. Over the past 45 years the Company has built a strong brand as an aged care service provider and employer because of its:

- Exceptional quality of care
- Its culturally centred model of service delivery
- Its breadth of community and residential services and facilities
- Its employee value proposition

The organisational vision, purpose, values and Bounty of Care philosophy continue to steer it in the right direction.

The Company's new 10-year strategy with one (1), three (3) and five (5) year implementation plans includes four inter-connected pillars which will deliver:

- Exceptional client services
- Sustainable growth
- An engaged and competent workforce
- A high performing organisation

In 2021-22, the Board of Directors, in collaboration with the CEO and Executive Team, continued to achieve outcomes in line with the organisation's business plan, aligned to its purpose and further enhanced its reputation and community standing.

### Significant changes in the state of affairs

There were no significant changes in the state of affairs of the Company during the financial year.

### Events after the reporting period

Events after the reporting period have been disclosed within the notes accompanying the summarised financial statements.

### Likely developments and expected results of operations

By responding to the changing context as an aged care provider, evolving the service model, ensuring that our people are engaged, supported and challenged to keep learning and improving the new 10-year strategic plan will enable Fronditha Care to provide:

- Expansion of its service model and optimise its assets
- Greater use of technology and service innovations
- Improved touch points for a continuum of care in the model of care and its service delivery
- Stronger financial performance underpinned by quality governance, compliance and risk management.

### Environmental regulation

The Company is not aware of any breaches of its environmental regulations under Australian Commonwealth law or State law.

### Principal activities

The principal activity of Fronditha Care during the financial year was the operation of aged care services consisting of community services, residential services and independent living units.

No significant change in the nature of these activities occurred during the year.

### Relationship of the summarised financial statements to the full financial statements

The summarised financial statements are an extract from the full financial statements for the year ended 30 June 2022. The financial statements and specific disclosures included in the summarised financial statements have been derived from the full financial statements.

The summarised financial statements cannot be expected to provide as full an understanding of the financial performance, financial position and the financing and investing activities of Fronditha Care as the full financial statements. Further financial information can be obtained from the full financial statements.

## Statement of profit or loss or other comprehensive income

For the year ended 30 June 2022

	Note	2022 \$	2021 \$
Revenue	3	76,321,765	61,457,456
<b>Expenses</b>			
Client care expenses		(14,058,734)	(9,063,072)
Employee benefits expense		(47,590,720)	(45,271,498)
Facility expenses		(2,088,917)	(1,907,974)
Professional fees expense		(1,787,945)	(1,047,010)
Other expenses		(4,258,256)	(2,307,632)
<b>Total expenses</b>		<b>(69,784,592)</b>	<b>(59,597,186)</b>
<b>Surplus before interest, taxes, depreciation &amp; amortisation ("EBITDA")</b>		<b>6,537,173</b>	<b>1,860,270</b>
Interest revenue calculated using the effective interest method		43,434	70,611
Finance costs		(2,604,945)	(2,568,396)
Depreciation of property, plant and equipment		(3,771,345)	(3,337,485)
Amortisation of bed licences*		(3,979,091)	-
<b>Deficit before income tax expense</b>		<b>(3,774,774)</b>	<b>(3,975,000)</b>
Income tax expense		-	-
<b>Deficit after income tax expense for the year</b>		<b>(3,774,774)</b>	<b>(3,975,000)</b>
Other comprehensive income for the year, net of tax		-	-
<b>Total comprehensive loss for the year</b>		<b>(3,774,774)</b>	<b>(3,975,000)</b>

\*As disclosed in note 3 and note 4, bed licences are now considered to have a finite life from 29 September 2021 to 30 June 2024. Consequently, amortisation of \$3,979,091 has been recognised during the year ended 30 June 2022.

The above statement of profit and loss or other comprehensive income should be read in conjunction with the accompanying notes.

## Statement of financial position

As at 30 June 2022

	Note	2022 \$	2021 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents		6,976,476	17,196,421
Trade and other receivables		276,697	2,788,562
Contract assets		1,986,433	90,607
Other assets		4,119,792	871,047
<b>Total current assets</b>		<b>13,359,398</b>	<b>20,946,637</b>
<b>Non-current assets</b>			
Property, plant and equipment		97,685,616	99,604,047
Intangibles assets	4	10,610,909	14,590,000
<b>Total non-current assets</b>		<b>108,296,525</b>	<b>114,194,047</b>
<b>Total Assets</b>		<b>121,655,923</b>	<b>135,140,684</b>

The above statement of financial position should be read in conjunction with the accompanying notes.

## Statement of financial position continued

As at 30 June 2022

	2022 \$	2021 \$
<b>Liabilities</b>		
<b>Current liabilities</b>		
Trade and other payables	2,427,044	3,485,421
Contract Liabilities	1,090,648	6,990,770
Borrowings	3,737,753	10,890,485
Employee benefits	7,526,847	7,096,312
Accommodation Bonds/ Refundable Accommodation Deposits	60,603,335	50,614,558
<b>Total current liabilities</b>	<b>75,385,627</b>	<b>79,077,546</b>
<b>Non-current liabilities</b>		
Borrowings	783,860	6,666,666
Employee benefits	844,235	979,497
<b>Total non-current liabilities</b>	<b>1,628,095</b>	<b>7,646,163</b>
<b>Total Liabilities</b>	<b>77,013,722</b>	<b>86,723,709</b>
<b>Net Assets</b>	<b>44,642,201</b>	<b>48,416,975</b>
<b>Equity</b>		
Retained surplus	44,642,201	48,416,975
<b>Total equity</b>	<b>44,642,201</b>	<b>48,416,975</b>

The above statement of financial position should be read in conjunction with the accompanying notes.

## Statement of changes in equity

For the year ended 30 June 2022

	Retained Surplus \$	Total Equity \$
<b>Balance at 1 July 2020</b>	52,391,975	52,391,975
Deficit after income tax expense for the year	(3,975,000)	(3,975,000)
Other comprehensive income for the year, net of tax	-	-
<b>Total comprehensive loss for the year</b>	<b>(3,975,000)</b>	<b>(3,975,000)</b>
<b>Balance at 30 June 2021</b>	<b>48,416,975</b>	<b>48,416,975</b>
	Retained Surplus \$	Total Equity \$
<b>Balance at 1 July 2021</b>	<b>48,416,975</b>	<b>48,416,975</b>
Deficit after income tax expense for the year	(3,774,774)	(3,774,774)
Other comprehensive income for the year, net of tax	-	-
<b>Total comprehensive loss for the year</b>	<b>(3,774,774)</b>	<b>(3,774,774)</b>
<b>Balance at 30 June 2022</b>	<b>44,642,201</b>	<b>44,642,201</b>

The above statement of changes in equity should be read in conjunction with the accompanying notes.

## Statement of cash flows

For the year ended 30 June 2022

	2022 \$	2021 \$
<b>Cash flows from operating activities</b>		
Receipts from residents	13,283,026	12,623,188
Receipts from the Government	52,055,875	46,583,871
Interest received	43,434	70,611
Payments to suppliers and employees	(70,647,715)	(59,972,968)
Finance costs paid	(123,639)	(80,310)
Receipts from donors and other sources	170,194	151,202
Net cash used in operating activities	<b>(5,218,825)</b>	<b>(624,406)</b>
<b>Cash flows from investing activities</b>		
Proceeds from disposal/(payment for) other financial assets	-	4,000,000
Payments for property, plant and equipment	(1,874,761)	(16,263,154)
Net cash used in investing activities	(1,874,761)	(12,263,154)
<b>Cash flows from financing activities</b>		
Accommodation bonds/refundable accommodation deposits refunded	(14,424,126)	(8,322,692)
Refundable accommodation deposits received	24,533,620	15,726,000
Net (repayment of)/proceeds from borrowings	(13,235,853)	11,339,973
Net cash (used in)/from financing activities	(3,126,359)	18,743,281
Net movement in cash and cash equivalents	(10,219,6945)	5,855,721
Cash and cash equivalents at the beginning of the financial year	17,196,421	11,340,700
Cash and cash equivalents at the end of the financial year	<b>6,976,476</b>	<b>17,196,421</b>

The above statement of cash flows should be read in conjunction with the accompanying notes.

# Notes to the Summarised Financial Statements

30 June 2022

## Note 1. Discussion and analysis

### Statement of profit or loss and other comprehensive income

Significant measures introduced in 2021 to ensure strong financial governance continue to provide benefit for Fronditha Care as reflected in its surplus before interest, taxes, depreciation and amortisation expenses, the 2021-2022 results reflect the continued effort to strengthen the organisation's financial position. The net result after income tax is materially impacted by the Government's statement on its intention to abolish bed licence restrictions and the Aged Care Approval Rounds ("ACAR") from 1 July 2024, with amortisation of bed licences being \$3,979,091 as at 30 June 2022.

#### Key actions taken to maintain a viable financial operating model included:

- **Corporate and Enabling Services:** A restructure and transformation of corporate departments (Mulgrave Support Hub) that includes Finance, Payroll, and People and Culture, with a focus on stabilising costs and improving performance capability and competency across the organisation.
- **Residential Services:** Evaluation of additional income opportunity saw considerable lift in rates of occupancy and ACFI funding. Room values for each facility were reviewed with successful lift in room rates for facilities. Each of the five facilities achieved 'met' against all quality standards in every unannounced audit and St Albans, New-castle and Templestowe were all successfully re-accredited for a full three (3) year period. The business undertook forward planning to prepare for implementation of the new care funding model AN-ACC (Australian Aged Care Classifications) which is effective from October 1, 2022. The organisation is well ahead of the requirements for care minutes which will be mandatory as of October 2023. The business is working on system integration to ensure smooth transition to the new funding model.
- **Organisation wide:** operational savings were made through a range of efficiency measures including cost of service delivery and performance that continue to be reviewed.
- **Capital Loan:** The capital loan of \$2.9m for the St Albans project has been paid down.
- **Capital Works:** The organisation finalised its major capital works with the completion of the St Albans project ahead of schedule and budget. The small capital works project at Templestowe has been performed in 2022, with the small capital works project at Thornbury scheduled to be completed in early 2023.
- **COVID-19 Response:** The organisation continued its proactive approach to managing COVID-19 costs including budget allocation for addressing pandemic related outbreaks and associated risks. There is ongoing focus on a range of preventative measures across the entire organisation with investment in COVID marshals, regular test-ing and regular deep cleaning, and continuation of the vaccination rollout. During the year the organisation has successfully claimed costs associated with COVID related expenditure and as at 30 June 2022, Fronditha Care is expected to be reimbursed a further \$3.03m by the Australian Government through COVID grant funding.

The results of the Company was as follows:

	2022 \$	2021 \$
<b>Reported deficit for the year</b>	<b>(3,774,774)</b>	<b>(3,975,000)</b>
Add back: Amortisation of bed licences	3,979,091	-
<b>Normalised surplus/(deficit) after excluding amortisation of bed licences</b>	<b>204,317</b>	<b>(3,975,000)</b>
Add back: Depreciation of property, plant and equipment	3,771,345	3,337,485
Add back: Finance costs	2,604,945	2,568,396
Remove: Interest revenue	(43,434)	(70,611)
<b>Reported surplus before interest, taxes, depreciation &amp; amortisation ("EBITDA")</b>	<b>6,537,173</b>	<b>1,860,270</b>

The Company's revenue and other income, including interest revenue, increased by \$14,837,132 (24.11%) since the prior year, whilst total expenses, inclusive of finance costs, depreciation and amortization, have increased by \$14,636,906 (22.35%).

# Notes to the Summarised Financial Statements

30 June 2021

## Statement of financial position

The Company's net assets have decreased by \$3,774,774 since the previous year.

Assets have decreased by \$5,897,522 largely due to decreases in cash and cash equivalents, trade and other receivables and depreciation and amortization on property, plant and equipment and intangible assets.

Liabilities have decreased by \$9,709,987 largely due to decreases in trade and other payables, contract liabilities and borrowings.

## Statement of cash flows

Operating activities used net cash of \$5,218,825 and the total decline in cash and cash equivalents was \$10,219,945.

Cash inflows from refundable accommodation deposits were primarily used to fund the repayment of borrowings.

## Note 2. Basis of preparation of the summarised financial statements

The summary financial statements are an extract from the full financial statements for the year ended 30 June 2022 prepared in accordance with AASB 1039 Concise Financial Reports.

The full financial statements have been prepared in accordance with the requirements of Australian Accounting Standards – Simplified Disclosures issued by the Australian Accounting Standards Board ('AASB'), the *Australian Charities and Not-for-profits Commission Act 2012* and the *Aged Care Act 1997* for not-profit oriented entities.

## Note 3. Revenue

	2022 \$	2021 \$
<i>Revenue from contracts with customers</i>		
Government grants and subsidies	56,416,617	46,115,523
Resident and client fees	12,937,731	12,305,389
Rental revenue on RADs (non-cash)	2,280,991	2,464,981
Rental revenue from independent living units	435,908	420,361
Other revenue	39,888	39,108
	<b>72,111,135</b>	<b>61,345,362</b>
<i>Other Income</i>		
COVID-19 grant income	3,982,145	-
Donation income	119,092	69,837
Other income	109,393	42,257
	<b>4,210,630</b>	<b>112,094</b>
<b>Revenue and other income</b>	<b>76,321,765</b>	<b>61,457,456</b>

#### COVID-19 grant income

Approved Providers are able to apply for Government grants to recover some of the costs associated with COVID-19 outbreaks. Due to the volume of claims being processed across the sector, the Government's stated targets of confirming grants within 6-8 weeks of submission are not being met. The grant scheme has been extended on multiple occasions to date, most recently to provide for cost reimbursement up to 31 January 2023. The amount of COVID-19 grant income recognised for the 2022 financial year includes the following:

- \$953,445 of grants submitted and approved before the end of the year; and
- \$3,028,700 of grants submitted but not approved before the end of the year. The Government has approved \$498,958 of these claims subsequent to 30 June 2022 to the date of these financial statements.

The Directors have determined that government grant income should be recognised in the financial year in which grants are submitted on the basis that they are virtually certain that at the time of submission of the application that:

- the grant application will be approved; and
- there is sufficient funding in the grant program to recover the outstanding claims.

The Directors have formed the above opinion applying previous experience from claims submitted and approved during the 2022 financial year and the processes adopted by the Company prior to submission of grant claims, including the independent assurance of its submissions of claims exceeding \$150,000. The Directors are of the opinion that grant applications meet all the eligibility criteria based on the funding agreement requirements.

#### Note 4. Intangible Assets

	2022 \$	2021 \$
<i>Non-current assets</i>		
Bed licences - at deemed cost	14,590,000	14,590,000
Less: Accumulated amortisation	(3,979,091)	-
	<u>10,610,909</u>	<u>14,590,000</u>

#### Reconciliations

Reconciliations of the written down values at the beginning and end of the current financial year are set out below:

	Bed licences \$
<b>Balance at 1 July 2021</b>	<b>14,590,000</b>
Amortisation expense	(3,979,091)
<b>Balance at 30 June 2022</b>	<b>10,610,909</b>

#### Bed licences

The Government has stated its intention to abolish bed licence restrictions and the Aged Care Approval Rounds ("ACAR") from 1 July 2024. At 30 June 2021, the Company recognised bed licences as having an indefinite life and as such no amortisation was previously recognised. Following the release of the discussion paper Improving Choice in Residential Aged Care - ACAR Discontinuation during the 2022 financial year bed licences are now considered to have a finite life from 29 September 2021 to 30 June 2024. Consequently, amortisation of \$3,979,091 has been recognised during the year ended 30 June 2022.

The change from an indefinite life to a finite life is an impairment indicator which triggered an impairment assessment being performed during the year consistent with the Company's accounting policies. As a result of the impairment assessment, no impairment of has been recognised during the year ended 30 June 2022.

#### Note 5. Events after the reporting period

The Company paid the outstanding balance of the bank loan of \$2,937,753 on 4 July 2022.

Approved Providers are able to apply for Government grants to recover some of the costs associated with COVID-19 outbreaks. Due to the volume of claims being processed across the sector, the Government's stated targets of confirming grants within 6-8 weeks of submission are not being met. The grant scheme has been extended on multiple occasions to date, most recently to provide for cost reimbursement up to 31 January 2023. Subsequent to 30 June 2022, to the date of these financial statements, the Government has approved \$498,958 of claims which were submitted by the Company prior to 30 June 2022.

No other matter or circumstance has arisen since 30 June 2022 that has significantly affected, or may significantly affect the Company's operations, the results of those operations, or the Company's state of affairs in future financial years.

#### Note 6. Functional and presentation currency

The financial statements are presented in Australian dollars, which is Fronditha Care's functional and presentation currency. No foreign currency transactions existed in the year ended 30 June 2022 (2021: Nil).

## Director's Declaration

30 June 2022

The summarised financial statements comprise the statement of profit or loss and other comprehensive income, statement of financial position, statement of cash flows, statement of changes in equity, and accompanying discussions and analysis and notes to the summarised financial statements.

The summarised financial statements are an extract from the full financial statements for the year ended 30 June 2022. The financial statements and specific disclosures included in the summarised financial statements have been derived from the full financial statements.

The summarised financial statements cannot be expected to provide as full an understanding of the financial performance, financial position and the financing and investing activities of Fronditha Care as the full financial statements. Further financial information can be obtained from the full financial statements.

Signed in accordance with a resolution of directors.

On behalf of the directors



Jill Taylor  
President



Kostas Livadaras  
Treasurer

25 October 2022



**Grant Thornton Audit Pty Ltd**  
Level 22 Tower 5  
Collins Square  
727 Collins Street  
Melbourne VIC 3008  
GPO Box 4736  
Melbourne VIC 3001  
T +61 3 8320 2222

## Independent Auditor's Report

To the Members of Fronditha Care

Report on the audit of the concise financial report

### Qualified opinion

We have audited the concise financial report of Fronditha Care (the 'Company'), which comprises the statement of financial position as at 30 June 2022, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the concise financial statements, derived from the full financial report of Fronditha Care for the year ended 30 June 2022 and the Directors' declaration.

In our opinion, except for the effects of the matter described in the *Basis of Qualified Opinion* section of our report, the accompanying concise financial report of Fronditha Care complies with Australian Accounting Standard AASB 1039 *Concise Financial Reports*.

### Basis for qualified opinion

As at 30 June 2022 the Company had unapproved grant applications totalling \$3,028,700 to the Federal Government relating to expenses incurred in managing COVID-19 outbreaks during the financial year ended 30 June 2022. The Company has recorded the grants on the basis that it meets all the eligibility criteria based on the funding agreement requirements and previous experience in submitting claims and is virtually certain as at 30 June 2022 of realisation of the grant income. This represents a departure from AASB 1058 *Income of Not-for-Profit Entities* and AASB 137 *Provisions, Contingent Liabilities and Contingent Assets* as the Company had not yet received advice of approval of the grant applications or control of the grant funds by 30 June 2022. Accordingly, other assets as at 30 June 2022 and grant income for the year ended 30 June 2022 would have been reduced by \$3,028,700.

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified opinion.

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# Our Supporters

## Concise financial report

The concise financial report does not contain all the disclosures required by the Australian Accounting Standards in the preparation of the full financial report. Reading the concise financial report and the auditor's report thereon, therefore, is not a substitute for reading the financial report and the auditor's report thereon.

## The full financial report and our report thereon

We expressed a qualified audit opinion on the full financial report of Fronditha Care for the year ended 30 June 2022, in our report dated 25 October 2022.

## Information other than the Financial Report and Auditor's Report thereon

The Directors are responsible for the other information. The other information comprises the information included in the Company's concise financial report for the year ended 30 June 2022, but does not include our auditor's report thereon.

Our opinion on the concise financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the concise financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the concise financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

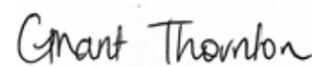
If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## Responsibilities of the Directors for the concise financial report

The Directors of the Company are responsible for the preparation and fair presentation of the concise financial report in accordance with Australian Accounting Standard AASB 1039 *Concise Financial Reports*. This responsibility includes such internal control as the Directors determine is necessary to enable the preparation of the concise financial report that is free from material misstatement, whether due to fraud or error.

## Auditor's responsibilities for the audit of the concise financial report

Our responsibility is to express an opinion on whether the concise financial report, complies in all material respects, with AASB 1039 *Concise Financial Reports* based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.



Grant Thornton Audit Pty Ltd  
Chartered Accountants



J D Vasilou  
Partner – Audit & Assurance

Melbourne, 25 October 2022

Grant Thornton Australia Limited

## BENEFACTORS

### Individuals

Andrianakos Nick  
Andrianopoulos Andreas  
Angelodemou Stelios  
DeMangos Stan  
Floratos Dimitrios and Spiridoula  
Kalaboukas Helen  
Katsifolis Stavros  
Kyritsis Con  
Nakas Arthur  
Nakas George  
Palatsides Paula  
Stefanovski Meni  
Taptopulos Anatoli  
Thodos Harry  
Tsalikidis Steven  
Vournazos Anna  
Vournazos Nick

### Organisations

AHEPA Victoria Inc  
Contemporary Video Visions Pty Ltd  
Delphi Bank  
Delta Sales Pty Ltd  
SalaryMasters  
EEAMA, Philanthropic Soc. Of Greeks from Egypt & The Middle East  
Greek Orthodox Community of Box Hill  
Hickory Group  
Hippocrates Australian Greek Aged Persons Association  
Kapiris Bros  
Manasis Dance Group  
Nafsika Stamoulis Foundation  
NIKPOL

## LIFE GOVERNORS

### Individuals

Akritidis Anthy  
Alatsas Spiros (Ross)  
Andreou Lito  
Antoniou Bill  
Beris Anthony

Callas (Catsaras) Pota  
Constantinou Conn  
Constantinou Patricia  
Darivakis George  
Demetriou George  
Dunstan Raymond  
Economou Peter  
Frangiodaki Rena  
Fronistas Jacob  
Gabriel Rita  
Grountas Anita  
Grountas Stefanos  
Hagekyriakou Dina  
Hatzipandelis Pandelis  
Iatrou Maroula  
Kabastanakis Phillipas  
Kaimakamis Stefanos  
Kalodimos Jim  
Kapiris Harry  
Kapiris Peter  
Karas Chrissa  
Karathanassis Chrisostomos  
Konstantinidis Nikos  
Kotis Melina  
Kyritsis George  
Lara Mary  
Leith Peter  
Livingston Joan  
Mantzis George  
Moschidis Spiros  
Nakas Virginia  
Novakoglou Sam  
Novakoglou Joanna  
Pagonis Leigh  
Panayis Andreana  
Petrakis John  
Pliakos Steve  
Revis Tasos  
Rivans Evangelia  
Saltos Athanasios  
Sarhanis George  
Skitzis Helene  
Soldatos Irene  
Soldatos Angelo  
Stamoulis Helen  
Takouridis Koula

Taylor Katina  
Tsagaris Nick  
Tseprailidis Anastasios  
Varagianis John  
Varagianis George  
Vetsicas Angela  
Vournazos Betty  
White Beverley Joy

### Organisations

Bridge Street Industrial Clinic  
Cretan B'hood Of Melb. & Vic  
Cypriot Community Of Melb & Vic  
Ethel Herman Charitable Trust Perpetual Trustees Australia Limited  
Felton Bequest Committee  
Flora & Frank Leith Charitable Trust Tolhurst Druce & Emmerson  
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Greek Orthodox Community of Hobsons Bay  
Greek Orthodox Youth of Australia - GOYA  
Gregorios Lodge  
Hellenic Freemasons Assoc of Vic  
Ian Potter Foundation  
Isobel Hill Brown Charitable Trust Perpetual Trustees Australia Limited  
Ithacan Philanthropic Society  
Jack Brockhoff Foundation  
Limnos Poultry Pty. Ltd.  
Marathon Food Ind. Pty Ltd  
Marian & E.H. Flack Trust  
Morea Architects  
National Australia Bank  
Perpetual Trustees Australia Limited  
Perpetual Trustees Australia Limited  
PRONIA  
Sidney Myer Fund & Myer Foundation  
South Melbourne Soccer Club  
Tim & Terry Oyster Supply P/L

William Angliss (Victoria) Charitable Fund

## LIFE MEMBERS

### Individuals

Adgemis Betty  
Alexandrou Terry  
Anastasiou John  
Andriopoulos Peter  
Augoustakis Savas  
Bafitis George  
Beasley Anastasia  
Belles George  
Bellesis - Lubliner Henriette  
Bossinakis Jim  
Boukogiannis Tom  
Cargakis Efrossiney (Soula)  
Carydias George  
Christophi Chris  
Chryssafis Chryssavgi  
Demetriou Andreas  
Demetriou Andrew  
Demetriou Anni  
Demetriou James  
Demetriou Phiv  
Demetriou Loulla  
Dimitriou J.  
Dimopoulos Maria  
Doubaras Rita  
Feretopoulos Vickie  
Flessias Antonios  
Floudas - Tsementzis Kon  
Galanis Dimitrios  
Galanis Georgia  
Georgalas Constantine

Georgalas Carmel  
 Georgas Panayiota  
 Giakoumidis Dimitrios  
 Giakoumidis Helen  
 Golias Angela  
 Hadzidimitriou Anastasios  
 Halastanis Kassiani  
 Haralambous Betty  
 Iatrou Filitsa  
 Kalodimos Anastasios  
 Kanagios Mary  
 Kanitsaki, AM Olga  
 Katsoulis Helen  
 Keldoulis Anne  
 Kokkinias Arthur  
 Kolivas-Tsourvakas Pauline  
 Kordaris Tassoula  
 Kotomatas Leo  
 Kotsiros James  
 Kouris Eftymia  
 Koutsoheras Tasia  
 Kyritsis Helen  
 Kyritsis Joanna  
 Liakatos Aspasia  
 Lolatgis Anthony  
 Loukides Penelope  
 Marangoudis John  
 Marendy Anna  
 Michael Penelopi  
 Mitrakas Eugenia  
 Moisi Michael  
 Moraitis Spiros  
 Moses Dora  
 Mylonas B  
 Mylonas Helen  
 Papaefstathiou Marina  
 Papanicolaou Nicholas  
 Paras Chris  
 Pezaros Niki  
 Psanoudakis Efthymios  
 Psanoudakis Theodora  
 Rose (former Triandafylidis)  
 Michael  
 Salvaris Anna  
 Samartzis Mary  
 Savas Pota

Seremetis Aris  
 Seremetis Augusta  
 Skitzis John  
 Sourlos Chris  
 Sourlos Nick  
 Sourlos Sofia  
 Teo Coula  
 Theodosi Christopher  
 Theodosi Loulla  
 Theodoulou John  
 Thouas Basil  
 Tiliacos Michael  
 Velmahos Ioannis  
 Velmahos Mariathi  
 Xypolytos Vicki  
 Zafiroopoulos Mike  
 Zervas Nicholas

**MEMBERS**

*Individuals*

Agrotis Andriana  
 Anasta Kathy  
 Apostolopoulos Mariah  
 Apostolopoulos Dean  
 Apostolopoulos Vasso  
 Athanasiou – Ioannou Varvara  
 Axarlis – Coulter Maria  
 Baltzi Mary  
 Calombaris Mary  
 Caravas Vivienne  
 Despoteris Christina  
 Diacari Ellas  
 Diacaris John  
 Dionyssopoulos Tim  
 Doufas Poppy  
 Doufas Spyros  
 Drossinos Mary  
 Fotinelis Polita  
 Georgiou Aspasia  
 Giasoumi Nicholas  
 Giasoumi Margaret  
 Giasoumi Evan  
 Giasoumi Peter  
 Hatzimagas Maria  
 Hatzimagas Arthur  
 Kallitsas Marguerite  
 Kallitsas John

Kallitsas Mary  
 Kalodimos Pam  
 Karatsioris Martha  
 Karavas Liam  
 Karavas Betty  
 Karavas Jonathan  
 Katavolos Angela  
 Katsoulis John  
 Kioussis Helen  
 Kondos Asimina  
 Koumides Helen  
 Krassas Alexander  
 Kyrifidis Konstantinos  
 Laletas Stella  
 Lepidis Adam  
 Liosis Christina  
 Livadaras Thalia  
 Livadaras Georgina  
 Livadaras Andreas  
 Livadaras Spiros  
 Livadaras Kostas  
 Livadaras Isavella  
 Livadaras Dimitri  
 Livadaras Jnr Dimitri  
 Loupos Anatstasia  
 Loupos Nicolas  
 Malapanis Petr  
 Matziaris – Garay Kleoniki  
 Mavroudis Paul  
 Mavroudis Toula  
 McMahan Athina  
 Michanetzis Ioannis  
 Midas George  
 Nikitakis Afrolea  
 Nikitakis Athanasios  
 Nikitakis Greg  
 Papageorgiou Theo  
 Papageorgiou Pelagia  
 Papas Paul  
 Paraskeva Anthoula  
 Patisteas Dennis  
 Pavlou Andrea  
 Pavlou Harry  
 Pedagogos Eugenia  
 Petrou Steve  
 Protopsaltis Despina

Rizopoulos Bill  
 Rizopoulos Eleni  
 Sakavaras Antonios  
 Serbos Rosa  
 Spiteri Michael  
 Stabelos George  
 Stamatopoulos Despina  
 Stathopoulos Anastasios  
 Stathopoulos Ekaterini  
 Stathopoulos Alike  
 Stathopoulos Marinou  
 Stathopoulos Akiva  
 Stathopoulos Judy  
 Stathopoulos Anastasia  
 Stathopoulos Aristidis  
 Stefanatos Maria  
 Stoupas George  
 Tacticos George  
 Taylor Cassandra  
 Taylor Nikita  
 Taylor (Nikitakis) Jill  
 Theochari Nikki  
 Vassiliadis Phillip  
 Vavakis Afroditi  
 Verginis George Nicholas  
 Verginis Jasmin  
 Volteas Sara  
 Xipolitos Vicki  
 Zangalis Vassiliki

# Acknowledgments

We extend a heartfelt thank you to everyone who brings joy to the lives of the people we love and care for.

Froniditha Care acknowledges the contributions made from the following valued members of the Froniditha Care family in FY 2020-2021:

- Froniditha Care Consumers
- Board of Directors
- Members, Benefactors and Life Governors
- Staff
- Volunteers
- Australian Government
- Victorian Government
- Local Government
- ACCPA
- HESTA
- The Hippocrates Greek Australian Aged Persons Association
- Thornbury Auxiliary
- Templestowe Auxiliary
- St. Albans Auxiliary
- Donors and sponsors
- The families, representatives and friends of those in our care
- Community organisations
- Commercial partners
- Media Partners: Greek Media Group (3XY Radio Hellas & Ta Nea), Neos Kosmos, SBS, SBS Greek, 3ZZZ, ANT1 Pacific, Channel 31, Newcastle Herald, Newcastle Star, The Greek Herald, Ellinis, Aged Care Online, 2NUR, 2HD.

Photography: Froniditha Care

Design: W Tank, Strategy & Innovation Consultancy

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Report compilation, Froniditha Care Communications Team, Odysseas Kripotos, Communications Manager and Ria Georgiadis, Events and Communications Business Partner with contributions from the Residential Services, Community Services, People & Culture and Finance teams, and the Board of Directors.

# Contacts & Locations

## RESIDENTIAL SERVICES

### VICTORIA

CLAYTON  
94 Springs Road, Clayton South 3169  
(03) 9239 2100

TEMPLESTOWE  
11 Omar Street, Lower Templestowe 3107  
(03) 8850 5111

THORNBURY  
335 Station Street, Thornbury 3071  
(03) 9495 2300

ST ALBANS  
181 Furlong Road, St Albans 3021  
(03) 9365 4300

### NEW SOUTH WALES

MAYFIELD, NEWCASTLE  
30 Crebert Street, Mayfield 2300  
(02) 4016 4160

INDEPENDENT LIVING UNITS  
181 Furlong Road, St Albans 3021  
(03) 9365 4311

COMMUNITY SERVICES  
(03) 9552 4100

SUPPORT HUB  
16 Anzed Court, Mulgrave VIC 3170  
(03) 9552 4100

## LET'S GET SOCIAL

-  FrondithaCareOfficial
-  FrondithaCare
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-  Fronditha Care Channel



**"Thank you to the Fronditha Care staff. I love you all."**

*- Aggeliki, Thornbury resident*



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