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Vaia, Froniditha Care Clayton resident



Message from the CEO

As 2023 comes to a close, I'm delighted to share that this past year has seen many milestone achievements for Fronditha Care. After three years impacted by the pandemic and the aged care reform agenda, this has been a rewarding and productive year. Fronditha Care this year achieved many firsts:

- a turnover of more than \$85m- an increase on last year of \$9million
- provision of in home and community services to now over 1500 clients and with 5 facilities and 40 Independent Living Units (ILUS) we delivered respite and residential services to over 682 elders.
- we achieved a significant EBITDA of \$8.3m in comparison to the previous year's result of \$6.5m - an increase of 12%.
- Our balance sheet remains in a strong position, with no debt as at 30 June 2023 and a solid cash position of \$9.35m.
- we have material net inflows in refundable accommodation deposits, contributing a total cashflow of \$61m for the full year, which is the highest ever achieved in our 46-year history.
- occupancy across facilities has continued to sit between 96-98% and due to careful and considered planning, Fronditha Care continues to perform better than industry average with an average AN-ACC of \$239 contrasted to the industry average of \$189.

Our turnaround and performance, post the FY 2020-21 financial challenges, are particularly inspiring in light of how the broader sector is travelling. StewartBrown, who benchmark industry performance, have recently reported that 70% of providers are operating in deficit with many exiting the sector. You can read more about the year's highlights here. <https://frondithacare.org.au/news/#publications>

Throughout this year, every single person we've worked alongside at Fronditha Care has shown incredible levels of resilience, strength, creativity and passion. To still be moving forward at such pace despite everything, speaks volumes about who we are as an organisation.

This achievement would not have been possible without the outstanding dedication and hard work of everyone across Fronditha Care. We remain committed to the highest standards of governance, transparency and accountability, grounded in an open and consultative approach in working with the Australian government, peak bodies, stakeholders and partners, community, families and elders.

We celebrate that our elders are living longer, hearing their voices, allocating the necessary human and operational resources for developing a model of care, programs and services to ensure they are supported to live and age well.

I express my gratitude to everyone who entrusts us with the care of loved ones – your ongoing support of our work is significant. A special thank you in particular to our elders – we hope we bring you joy, knowing that you, in turn, inspire courage and hope within us.

We look forward to continuing to work together, contributing further to the delivery of sustainable and quality aged care services for our community to live and age well and driving positive impacts across the aged care sector.

I hope you enjoy reading this inaugural edition of the OneFronditha Newsletter.

Best wishes for the season

Faye Spiteri OAM
CEO, Fronditha Care



Yiannis, Fronditha Care St Albans resident



ORESTIAS Community Garden

Froniditha Care recently unveiled its community garden in Melbourne which has already brought much joy to elders who participate in its Social Support Groups in Mulgrave.

The garden is named “ORESTIAS Community Garden” in recognition of the generous \$50,000 contribution by the Victorian Association of Argos Orestikon and Districts (Orestias)

The garden was a passion project of Faye Spiteri OAM, CEO - seeing the potential to convert an underutilised space adjacent to the Froniditha Care Community Centre into a garden that could be used to promote the health and wellbeing of elders through gardening.

It was co-designed with our elders and features raised beds where they have already planted a range of their favourite vegetables and herbs. The vegetable beds are surrounded by olive and lemon trees. Vines have been planted to grow over the new pergola so that elders can enjoy a village-like atmosphere. The BBQ and alfresco area is already being used for outdoor activities and celebrations of significant cultural occasions.





Building Connections – The CATA Project

Underpinned by the Bounty of Care ethos, Fronditha Care is always exploring innovative ways to advance the health and wellbeing of elders. Fronditha Care recently partnered with Creative Arts Therapy Australia (CATA) to deliver a transformative program across four of its facilities.

The CATA project provides person centered, practice-based creative arts therapies incorporating music therapy, drama therapy, creative art therapy and dance movement therapy. This will foster an inclusive environment for residents to express themselves, promoting emotional regulation, cognitive function, fine motor skills and social interaction.

The CATA project rollout which includes weekly sessions had 96% participant engagement, across the 196 sessions delivered, with 39 sessions specifically targeted to residents in Memory Support Units. A key aspect of CATA's approach is its culturally centered adaptation which has been a success factor critical for engaging our elders.

The program is a great platform for storytelling and socialisation. It recognises the importance of adopting culturally appropriate themes, symbols and materials, aligning with the residents' cultural background and social and spiritual practices.

This approach has been fundamental in connecting participants with the creative process on a deeper level.

The program importantly provides a creative outlet for residents who are non-verbal, giving them an avenue to express themselves, enhancing their cognitive function, elevating their mood and facilitating social interaction and connection.

The program will be independently evaluated, and Fronditha Care is looking forward to integrating the CATA project into its ongoing program for enhancing the mental health and wellbeing of our elders.





Recognising our Volunteers

Fronditha Care values and celebrates the remarkable contribution of our volunteers. They are a source of inspiration for all of us and we really appreciate their dedication in enriching the lives of our elders.

Among the many outstanding volunteers, we would like to spotlight two individuals who have exemplified exceptional commitment: Theodoros Giannicopoulos and Nick Makrynakis.

Both were honored with the Volunteer of the Year Award in a special ceremony that Fronditha Care held earlier this year. Their outstanding contributions have significantly impacted our community, and we are truly grateful for their outstanding service.

Theodoros Giannicopoulos was recognised for being a constant source of support for our elders, both within our facilities and during home visits. His kind and gentle demeanor has brightened countless days for our elders, offering smiles and emotional support. When asked what motivates him to dedicate his days

to Fronditha Care and our elders, his response is always the same, that he likes to give back to people.

Nickolas Makrynakis was acknowledged as being an integral part of the team and has shown exceptional dedication to our elders residents. He has generously devoted countless hours to making our elders happy, whether by their side during various events in the facility, at the kafeneio where the men gather to chat, or through his musical talents. He has formed a music band that entertains our elders, responding with enthusiasm to their song requests. Nickolas was also deeply moved by the honor and expressed his gratitude to the organisation.

A special thank you to Nick and Theodoros and to all our volunteers for generously contributing their time to the wellbeing of our elders.

What's On at Fronditha Care

There is an extensive lineup of upcoming events designed to cater to our residents and clients' diverse interests and preferences

Fronditha Care Christmas parties for residents and clients

Fronditha Care Clayton

Saturday 16 December 2023
1:00 pm

Fronditha Care St Albans

Friday 15 December 2023
10:30 am

Fronditha Care Templestowe

Wednesday 13 December 2023
11:00 am

Fronditha Care Thornbury

Friday 22 December 2023
12 pm

Fronditha Care Newcastle

Friday 8 December 2023
10:30am



Social Support Groups

Community Centre, 16 Anzed Court Mulgrave
Wednesday, 13 December 2023
10:00 am

Support Hub

16 Anzed Court,
Mulgrave, VIC 3170
(03) 9552 4100
info@fronditha.org

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We want to hear from you

Fronditha Care welcomes comments and feedback about what we are doing well and what we could do differently and better to improve our services and other assistance provided by Residential Services and Community Services teams. To make the process easier we are using the Tell Touch system, which is available in multiple languages.

Tell Touch kiosks are situated in all our facilities and the Support Hub. Alternatively, you can download the app from the App Store or Google Play and select Fronditha Care as your provider.

If you need assistance, please speak to the Manager of your Facility or Care Advisor.

Acknowledgement of Country

Fronditha Care acknowledges the Traditional Owners of the lands on which we work and live and pay respects to Elders past present and emerging. We celebrate their connections to Country, knowledge and stories and recognise their sovereign status which has never ceded.

