



Your Aged Care at Home

ANNUAL REPORT

2021



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## Our Mission

To enable ongoing independent living and quality of life for our clients through individualised support services and programs.

## Our Vision

Our community who are aging, disabled and disadvantaged are able to enjoy their independence and quality of life.

## Our Values

### Our Clients

We provide individualised, high quality support services that enable our clients to remain living in their own homes.

### Our Staff

We encourage staff development, team work, flexibility and responsiveness in providing client services.

### Our Funders

We develop and present accountable support services within funding guidelines.

### Our Community

We continue to support our community through charitable services.



Andris Drezins

On behalf of the Board of Directors I am honoured to present the 2020-2021 Annual Report for Your Aged Care at Home Ltd.

Throughout the past 12 months, Your Aged Care at Home has continued to experience a steady growth in the number of Home Care Packages that we deliver in the Sydney metropolitan region, with a total number of 154 unique clients receiving Home Care Package services. Of these, 58% were receiving Level 1 or 2 packages while 42% were in receipt of Level 3 or 4 packages. There has been an overall increase in Home Care packages of 38% when compared with the 2019-2020 reporting period.



Gundega Zarins

NDIS participant numbers have remained constant, however there has been a significant increase in the number of services delivered and an increase in overall income from service delivery from \$259,825 in 2019-2020 to \$376,370 in 2020-2021.

The year has been dominated by a raft of legislative reforms that have been rolled out since the Royal Commission into Aged Care Report was published. Among the key identified areas for reform were the ongoing delays in the implementation of key reforms published in the government's Aged Care Roadmap in March 2016, including plans to amalgamate existing home care programs to form an integrated care at home program with the new deadline for the Single In-Home Care Program being set from 1 July 2023. Your Aged Care at Home continues to closely monitor the proposed changes to ensure that we have the required systems and processes in place prior to rollout.



Heather Pooloo

One of the greatest challenges that has confronted not only Your Aged Care at Home, but all aged care and NDIS providers, is the impact of COVID-19 on service delivery. Many of our workers and clients reside in lockdown areas which did impact on some of our clients who suspended services until the lockdown is lifted. The management team has worked tirelessly to ensure client confidence, and donations of PPE were received from Good360 for distribution in the community.

Over the next 12 months Your Aged Care at Home will face many challenges as the new Improved Payment Arrangements comes into effect. Additionally, there will be greater external oversight from the Department of Health, when quarterly reporting is implemented from the proposed changes to the Aged Care Financial Reporting to minimise fraud and improve pricing transparency.



Inara Sikais

Another serious consideration, where due diligence will be required, is the full impact of COVID-19 on the workforce and client service delivery, which is yet to be realised. Management will need to closely monitor this and implement risk minimisation strategies to ensure an adequate and skilled, workforce is in place and that client confidence in safe service delivery is assured.

Finally, on behalf of the Board, I would like to take this opportunity to thank the management and administration teams, care coordinators, staff and volunteers for their professionalism and dedication to Your Aged Care at Home. Many challenges have been faced this year, especially with the serious limitations that COVID-19 has placed on the workforce and clients alike, yet services have continued, largely unaffected, with minimal disruption to business. Additionally, I would like to thank all our clients, carers and family members for their ongoing support and patronage that does allow us to continue to work in partnership with them to deliver a high standard of support services whereby they can achieve their care and support goals and remain living at home for as long as possible.



Kristaps Zarins

Heather Pooloo, J.P  
**Aged Care Manager**  
**Executive Director**



Andris Drezins

The new financial year 2020/2021 started well. Despite the COVID-19 pandemic beginning some five months earlier, our business was stable, and we had just closed off a successful and moderately profitable year overall.

Setting budgets was extremely difficult, as even a moderate change to the pandemic environment would have had significant potential impact on our profitability. We really couldn't gauge the rate of growth of client numbers, the level of services month to month, and would have to plan for contingencies should the pandemic worsen. Planning for the worst-case scenario involved the potential for client and worker infections. Rather than focus on the negative, we set up new policies and processes to ensure both clients and workers would remain safe, and for staff to be able to safely tend to the needs of our clients. Policies expanded to mitigate the operational risk of COVID-19, and additional plans were enacted to cater for potential business disruptions.

Training remained a key focus for staff. Our regular monthly meetings had resumed, albeit with new physical distancing requirements, and many workers were attending via remote video connection. The agenda remained strongly weighted on COVID-19 updates, safe work practices, client safety and use of Personal Protective Equipment (PPE). As the months progressed, we could again have face-to-face meetings, better supporting our staff training needs and allowing workers to catch up with each other. As we moved through September and October, not only had stability returned to our operations, but we were able to take on new staff to cater for the increasing client numbers. Despite localised outbreaks of COVID-19 in some pockets of Sydney and other states, the impact was not seen in the services received by our clients, or growth in Home Care Package client numbers.

December is the time of year we normally thank our clients and participants by inviting them all to our client Christmas party. It is held as an inclusive event where every client, participant and their family and carers are warmly welcomed. Sadly, due to COVID-19, we were not able to host the event.

As we tallied up the results mid-year, the uncertainty that was evident at the start of the financial year had largely dissipated. Client numbers were up, NDIS participant number steady, and a small financial surplus were the outcomes of the first six months.

January started with a well-being focus with our workers. We conducted a health and wellbeing poll, promoted healthy living, lifestyle evaluation and worker capability evaluations. The overall result was that most workers were happy with their health and wellbeing, which was excellent feedback. The focus for staff meetings was to make them engaging and relevant for all staff. Training was conducted in various styles, utilising workshops, simulations, and training videos. We had started the year with staff awards, recognising instances where staff were providing exceptional care, stepping up to new challenges, or receiving commendations from clients and fellow staff. Finishing the staff meetings with awards was a pleasant and light-hearted way to end the day, and provided the necessary motivation for staff.

The NDIS part of Your Aged Care at Home was progressing smoothly. The extra client touch points enabled some growth from the existing participant base. Plans were afoot to promote NDIS services more actively through website updates, social media, and networking. The latter part of the financial year saw increased activity in NDIS service promotion and planning.

Our second client event that we organise each year is the based on the European summer solstice, celebrated in the fashion that the Latvian community celebrates. *Jāņi*, or John's Day, marks the longest day of the year and is celebrated with much singing, dancing, food and good company. The stars did align, and thankfully, this event was able to go ahead. We came in just under the venue's limit for the number of permissible attendees, which meant that all clients, carers and staff were able to attend. The event was a huge success with positive feedback received from both clients and staff

The financial year again finished well, albeit with reduced profitability. We finished the year with additional client numbers, but unfortunately the increase in client numbers was not reflected in increased profitability. The toll of managing the Covid-19 pandemic and all related influences led to a stable outcome rather than an improvement on the previous year.

Despite the ups and downs experienced during the year, we can only really gauge how we perform from our customer's perspective. The ever-increasing numbers of clients does show that we are providing a valuable service to our clients that is needed and appreciated. This year, more than ever, I put out a big thank you to all our workers that have tirelessly attended to the needs of our clients in such difficult times. A thank you to our clients, their carers and their family, and the broader community for trusting in Your Aged Care at Home in providing ongoing care and support.

**Andris Drezins**  
**Business Manager**  
**Director**



Andris with Izzy and Heather preparing for Jani 2021

This year the world faced one of the hardest challenges, a pandemic named COVID-19. Due to the highly infectious nature of this virus, Your Aged Care at Home (YACAH) had to adapt the way the business operates to ensure that the Aged Care Quality Standards were being delivered as well as providing safe and effective NDIS services.

Some of YACAH's major charity programmes such as our Annual Christmas Party, Food Bank Friday's and our Pet Therapies had to be put on hold due to restrictions and minimising the risk of infection from COVID-19. However, even with these events placed on hold, it was an exceptionally busy year for the organisation.

YACAH was quick to adopt procedures to minimise the risk to its workforce as well as its clients. This included the development of our COVID Safe Plan and provisioning of hand sanitisers, face masks, gowns, gloves, anti-bacterial surface wipes and aerosols.

The workforce also completed mandatory training modules supplied by the Australian Government on COVID-19 safety as well as Hand Hygiene training modules supplied by the World Health Organisation. In July 2020, Your Aged Care at Home partnered with Ausmed to facilitate our online learning modules and gain access to over 1000 healthcare resources. Furthermore, mandatory training plans were created for all staff members which are all tailored and aligned to the Quality Standards.

During the Pandemic, YACAH was proudly supported by Good360 to supply extensive amounts of Personal Protective Equipment as well as cleaning products to keep our clients and workforce safe. These supplies were included in our new client COVID-19 PPE boxes as well as being supplied directly into our client's homes. Additionally, Good360 supported Your Aged Care at Home in December 2020 by supplying prefilled Empower Packs, cleaning supplies and children's Lego sets. Whilst we were unable to host our Annual Christmas Lunch for our clients, we were able to provide Christmas presents to all of our clients which included gift hampers, Good360 Empower Packs and Share the Dignity handbags.

At the start of each year we invite all staff members to join in our Annual Planning Day where we discuss any opportunities and risks to focus on for the rest of the year. With this SWOT analysis we are able to create an Action Plan to prioritise business functions.

This year YACAH addressed the following action plan items: Streamline Business Processes, Succession Planning, Workforce Supply, Streamline Account Processes, Regular Auditing of Organisation and Continuous Improvements to Marketing.

In response to our marketing strategy, Your Aged Care at Home underwent a full branding review to further streamline our public image. We welcomed Kirana to our team in 2020 who led the digital transformation process which included rebranding our social media accounts, website, formal correspondence and colour scheme, fonts and much more.

Our uniforms also went through an overhaul at the start of 2021, with new blue and teal shirts that you have seen the workers wearing. Thanks to Advanced Design for producing such high-quality embroidering on our new Sketchers nursing range of shirts and polos.



Izmir Pooloo



In May 2021, the Federal Government announced the Final Report of the Royal Commission into Aged Care Quality and Safety which contains 107 pages of recommendations to the Aged Care System.

As COVID-19 reaches into all facets of life, supporting our community members becomes incredibly challenging. YACAH could no longer do large events to raise awareness and generate donations to provide goods to our refugee groups and had to look elsewhere to support them. Fortunately, YACAH was able to still give to the vulnerable for Easter 2021. Thankfully, through our partners Good360 and Share the Dignity, we were able to provide a small amount of products to the refugee group in Fairfield by supplying them with Lindt Easter eggs and hand sanitisers as well as ladies handbags filled with feminine hygiene products.

Your Aged Care at Home participated in Australia's Biggest Morning Tea on the 27<sup>th</sup> of May 2021. During this event we invited our staff to bring in small plates of food to fundraise a total of \$1,028 to the Cancer Council.

In May 2021, we celebrated *Eid al-Fitr* with our Muslim clients. Many of these clients are separated from their family members and usually do not get to celebrate this auspicious event as they live in isolation. Our clients were gifted with traditional Lebanese baklava and chocolates.

On Thursday the 17<sup>th</sup> of June, Your Aged Care at Home was fortunate enough to hold its Annual *Jāni* event. It was a very exciting event that allowed many of our clients a chance to have a social event just prior to the NSW COVID-19 lockdown. Catering services were provided by Coast to Coast the Golden Roast who did an amazing job feeding all of our guests and staff members.

Your Aged Care at Home was successful in receiving the Social Sector Transformation Fund grant which helps support community service providers enhance technological capabilities for its workforce as well as for clients. This funding will go towards building an infrastructure to support our clients in accessing safe and secure network services. Trial services are expected to commence towards the end of 2021, however there has been major delays due to COVID-19 restrictions.

As the final weeks dawn on the end of the Financial year, Sydney is placed under strict lockdown as we try to get a handle on the Delta outbreak. Thankfully, due to the measures taken during the year, Your Aged Care at Home is ready and prepared to continue to deliver safe and quality services to all its clients.

We anticipate that the coming year will present even more challenges and are confident that we have put in place robust systems and procedures that will ensure ongoing growth and support from all our clients and carers alike.

**Izmir Pooloo**  
**Operations Manager**



Izzy along with Snez, our Rostering Manager, celebrating Lunar New Year in Bankstown



**Zeeshan Nazeer**

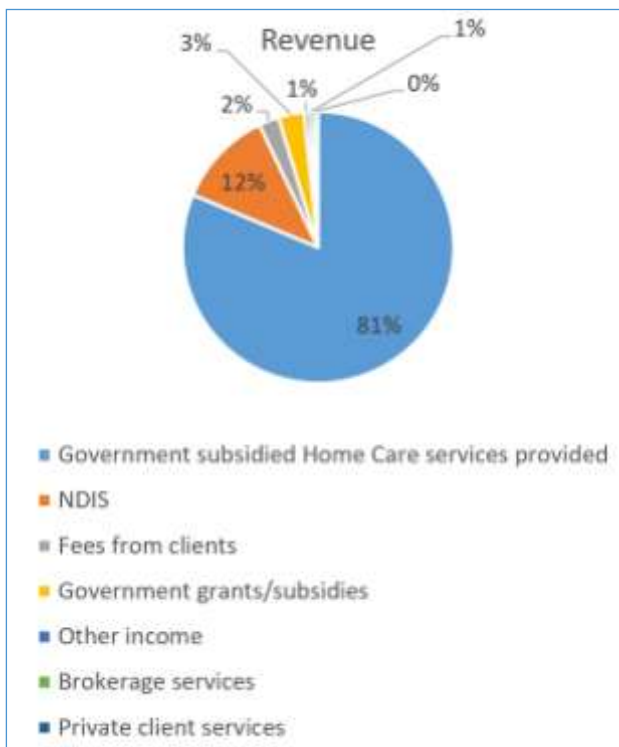
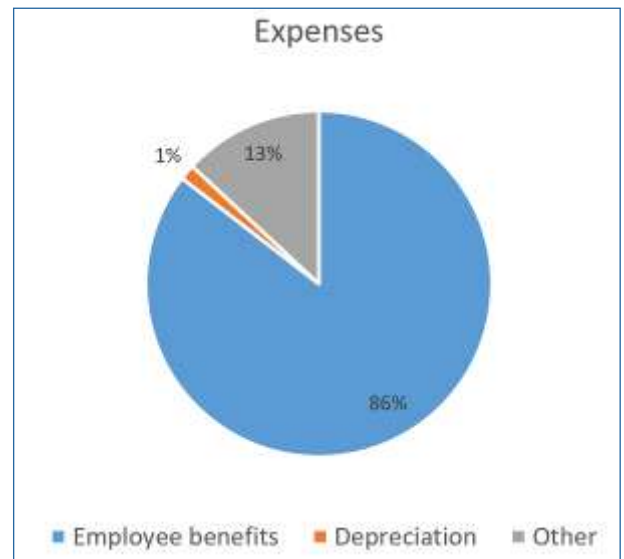
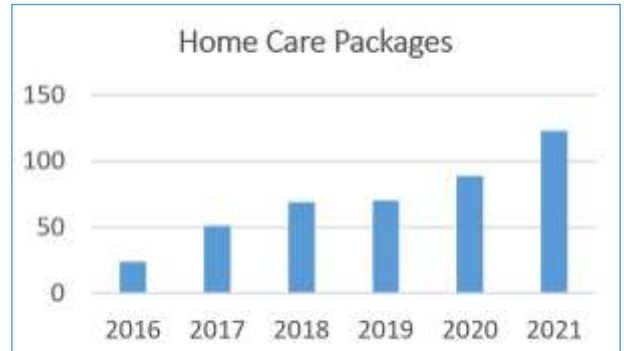
We are pleased to report another excellent fiscal year marked by continued strong growth.

As a not-for-profit aged care and NDIS provider, we strive to bring real choice and greater value to our clients, whilst ensuring our financial stability for sustainable growth and continued long-term security for our clients.

This year shows a solid increase in client numbers, finishing the year with a total of 123 active Home Care Packages. There was a total of 154 unique Home Care Packages delivered in the financial year, representing a 41% increase from our 2019-2020 financial year. The growth in revenue corresponds to the increase in the number of clients.

The year finished with overall revenue at \$3.2560 million, of which \$2.648 million represents services provided to Home Care Package clients. NDIS services represent \$376,730 which is an excellent result and represents a \$116,905 increase for the year. Other revenue included services provided to private clients and brokerage services, and government COVID-19 relief grants such as the Cash Flow Boost.

Expenses totalled \$3.114 million, which is representative of the increase in service delivery, and also includes investment in continued professional development of employees who support the professional care for our clients, additional COVID-19 related expenses, as well as further investment in technology, information management and regulatory compliance. Overall, the financial year recorded a surplus of \$146,047.



The year-end Statement of Financial Position remains strong. Cash and cash equivalent assets were \$1,082K, increasing by 26K during the year. Working Capital is \$503K, an increase of \$131K from the beginning of the financial year.

Your Aged Care at Home remains committed to providing quality and individualised care for older Australians and people with disabilities in their homes. The future business activities and financial performance continues to be optimistic as we continue to establish a presence of outstanding services in the marketplace.

**Zeeshan Nazeer**  
**Bachelor of Business (Accounting)**  
**Accounts Manager**

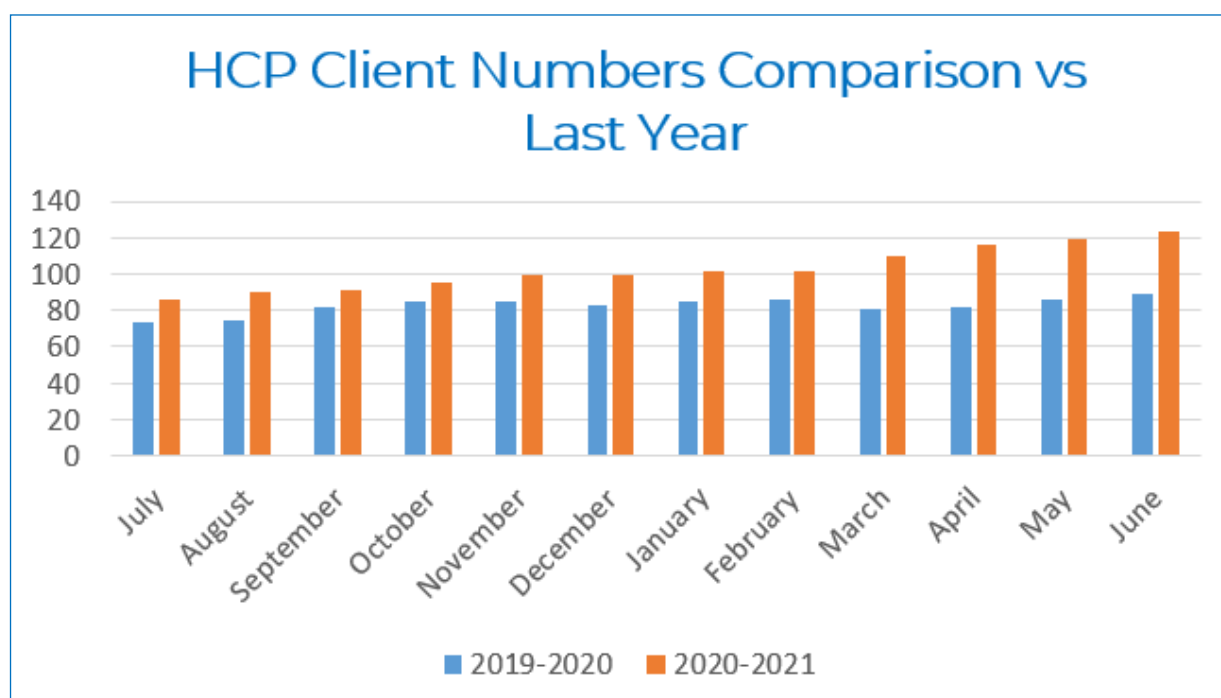
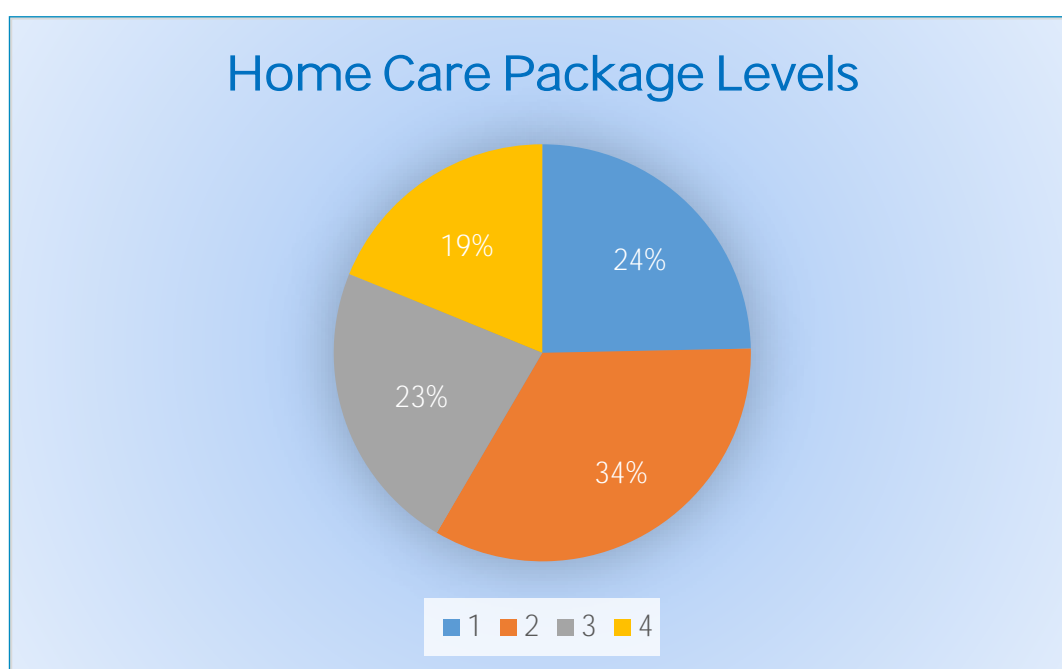
Your Aged Care at Home is subsidised by the Department of Health’s Home Care Packages Program to provide Home Care Packages to eligible care recipients residing primarily in the Sydney Metropolitan area.

We serve a diverse range of clients from various backgrounds with a focus on financially disadvantaged people and people from culturally and linguistically diverse backgrounds. Statistical analysis has been taken from 1 July 2020 to 30 June 2021 to provide a snapshot of the people we provide services to.

## HCP CLIENT MOVEMENT

2020-2021 saw a 41% increase in the total number of Home Care Packages that were managed by Your Aged Care at Home. As of the 30 June 2021, 154 unique packages were delivered at the following levels:

- Level 1—38
- Level 2—52
- Level 3—35
- Level 4—29



## CLIENT EXITS

In total, 31 HCP clients exited our services throughout the 2020-2021 period which is an increase of 11 when compared to last year. This represents 20% of the total number of HCP clients for the year.

Of these, 48% died either at home or in hospital; 29% entered Residential Aged Care and 23% transferred to other service providers.



## AGE

The age range of subsidised HCP clients was from 62 years to 101 years with the mean age being 81 years which is a reduction by 1 year on last year's client mean age.

Of the total Home Care clients, the breakdown of client age per age group as a percentage were:

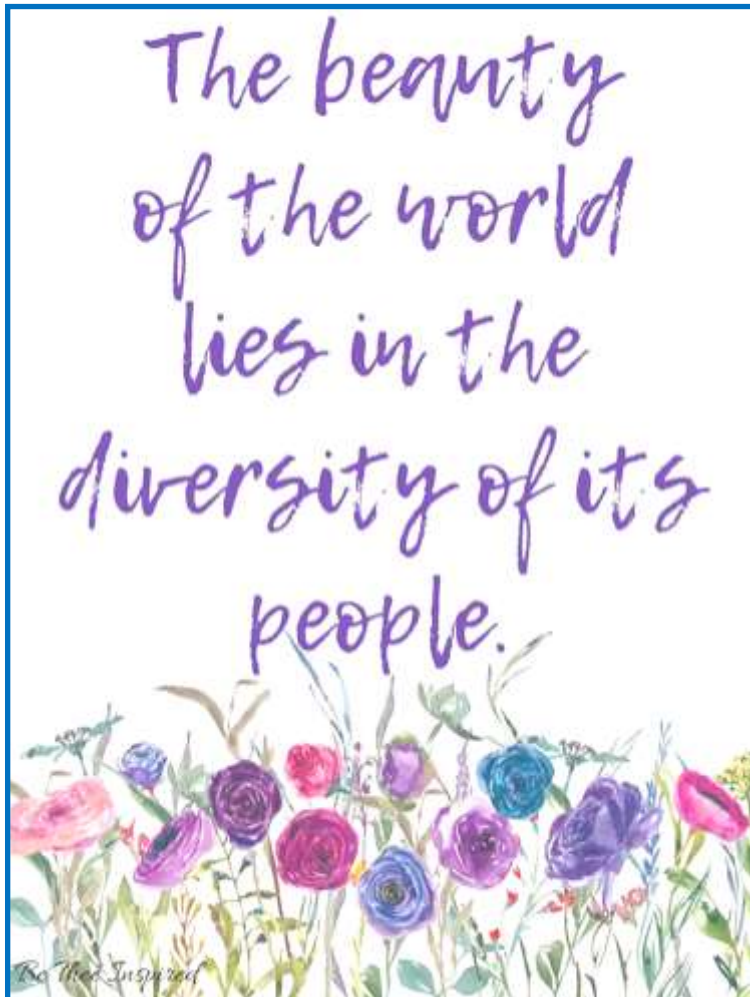
- 61 to 75 years old — 25%
- 76 to 85 years old — 44%
- 86 to 90 years old — 17%
- 91 years or older — 14%

Our eldest client, who is 101 years old, has been with our service since January 2019 and we hope to celebrate her 102nd birthday in August 2021.

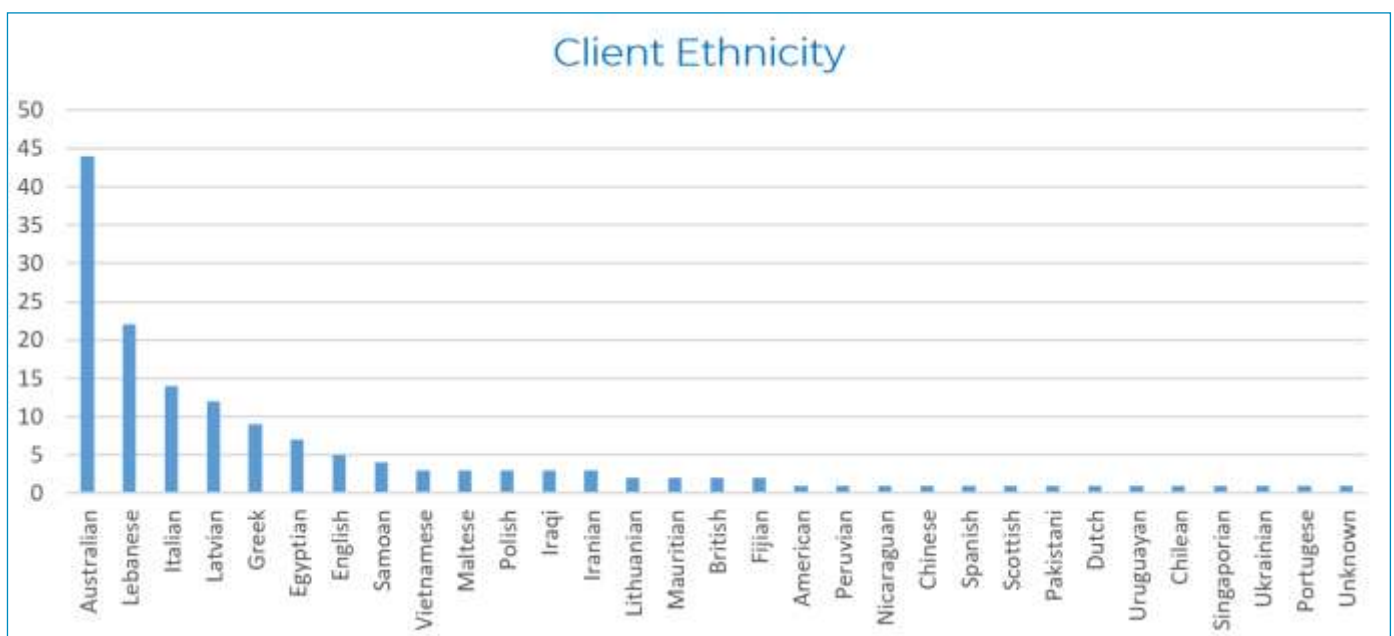


## CULTURAL DIVERSITY

The background of our clients has diversified further over the past 12 months with our clients coming from more than 30 different cultural backgrounds. People from Australian background form 29% of our total client numbers, followed by Lebanese at 14%, Italian at 9% then Latvian at 8%.

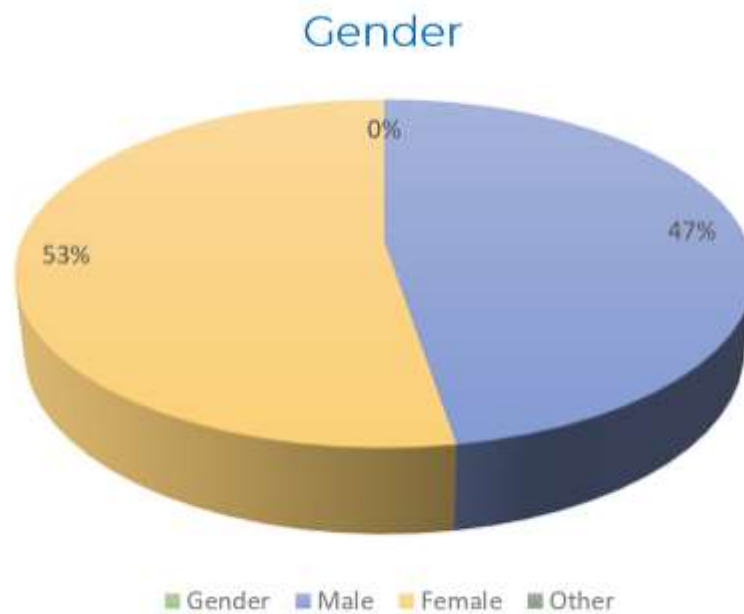


| Ethnicity   | Number | % of Total |
|-------------|--------|------------|
| Australian  | 44     | 29%        |
| Lebanese    | 22     | 14%        |
| Italian     | 14     | 9%         |
| Latvian     | 12     | 8%         |
| Greek       | 9      | 6%         |
| Egyptian    | 7      | 5%         |
| English     | 5      | 3%         |
| Samoan      | 4      | 3%         |
| Vietnamese  | 3      | 2%         |
| Maltese     | 3      | 2%         |
| Polish      | 3      | 2%         |
| Iraqi       | 3      | 2%         |
| Iranian     | 3      | 2%         |
| Lithuanian  | 2      | 1%         |
| Mauritian   | 2      | 1%         |
| British     | 2      | 1%         |
| Fijian      | 2      | 1%         |
| American    | 1      | 1%         |
| Peruvian    | 1      | 1%         |
| Nicaraguan  | 1      | 1%         |
| Chinese     | 1      | 1%         |
| Spanish     | 1      | 1%         |
| Scottish    | 1      | 1%         |
| Pakistani   | 1      | 1%         |
| Dutch       | 1      | 1%         |
| Uruguayan   | 1      | 1%         |
| Chilean     | 1      | 1%         |
| Singaporean | 1      | 1%         |
| Ukrainian   | 1      | 1%         |
| Portugese   | 1      | 1%         |
| Unknown     | 1      | 1%         |



## GENDER

Of the 154 total HCP clients serviced during the 2020-2021 financial year, 53% identified as female; 47% identified as male whilst 0% identifying as other. This represents an increase of 12% of those who identify as male from last year and a decrease of 12% of those who identify as female.



### OUR CLIENT BIRTHDAYS

We always try to take the opportunity to wish our clients a very happy birthday and love to present to them a special gift and card to let them know that we are thinking about them and try to make their day just a bit brighter, especially for those who are living on their own and have limited social or family support.



Alethea being presented with a beautiful bouquet and card for her birthday

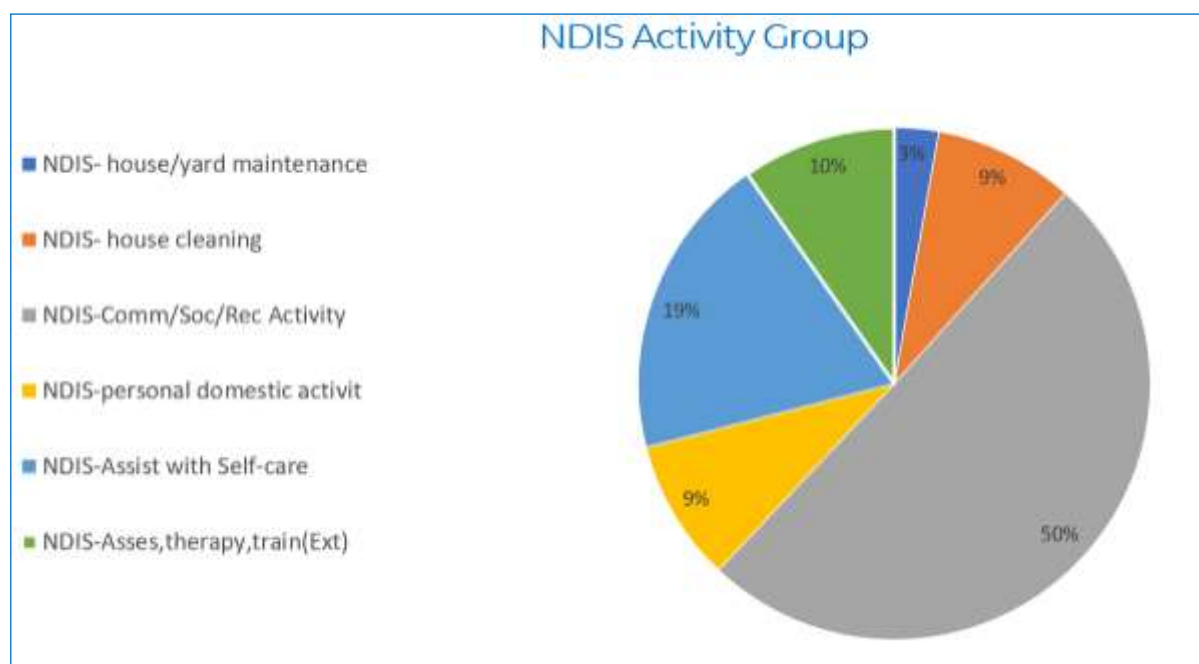


Anne being presented with a beautiful bouquet and card for her 101st birthday

2020-2021 saw a steady growth in NDIS services, with annual revenue received from service delivery increasing from \$259,825 to \$376,370 to the end of the financial year. Your Aged Care at Home will continue to focus on the delivery of NDIS services and supports in the coming years and hopes to be able to provide a high standard of services to all our participants.

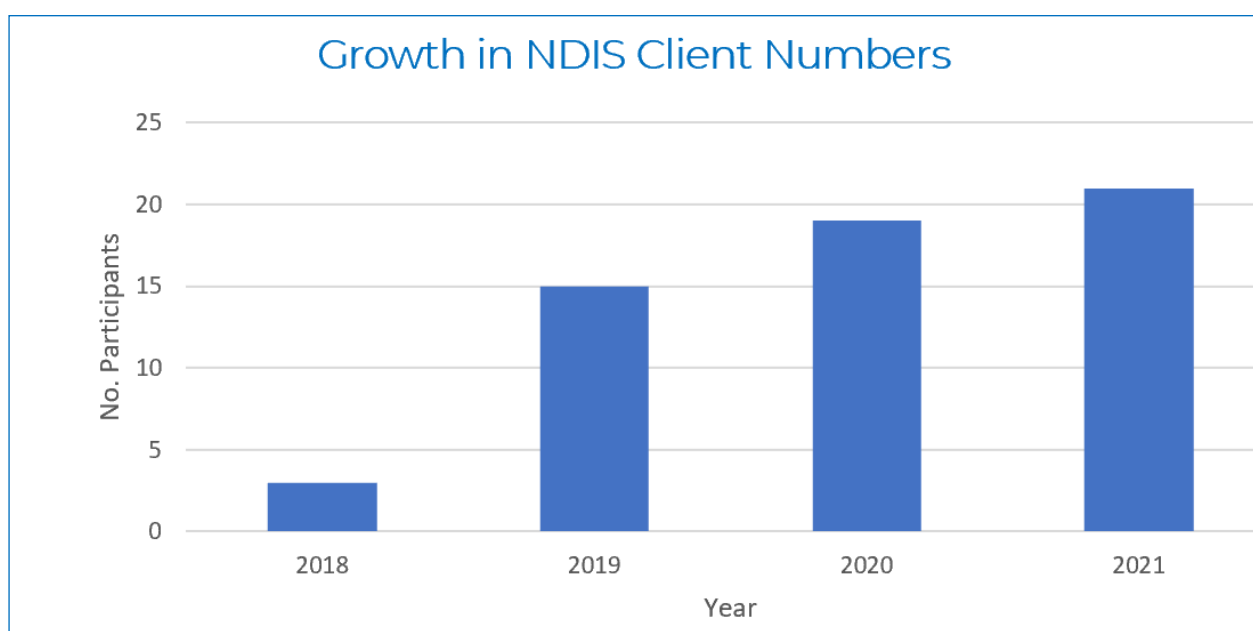
### ACTIVITY GROUPS

Your Aged Care at Home provided a range of services and supports through the NDIS in the reporting period, including Community/Social/Recreational activities which totalled 50% of service delivery as well as Assist with Self Care at 19% and House/Yard maintenance activities which also made up 19%. House Cleaning and Personal Domestic assistance made up 18% in total and Assessment, Therapy, Training (Ext) made up 10% of service delivery.



### GROWTH IN PARTICIPANTS

The number of NDIS participants has increased from 19 at the end of June 2020 to 21 at the end of June 2021. Many of our clients reside in the Inner West and South West Sydney regions and find that our services and support workers are readily accessible to them. Your Aged Care at Home will actively promote our services in the local community so participants are given a wide range of choice in service providers and supports available to them.

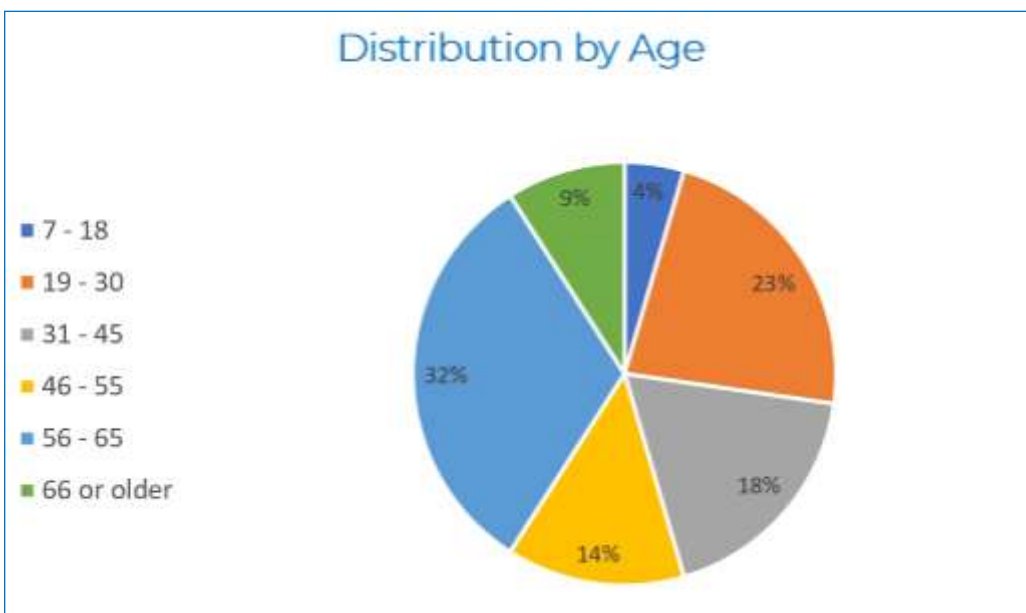
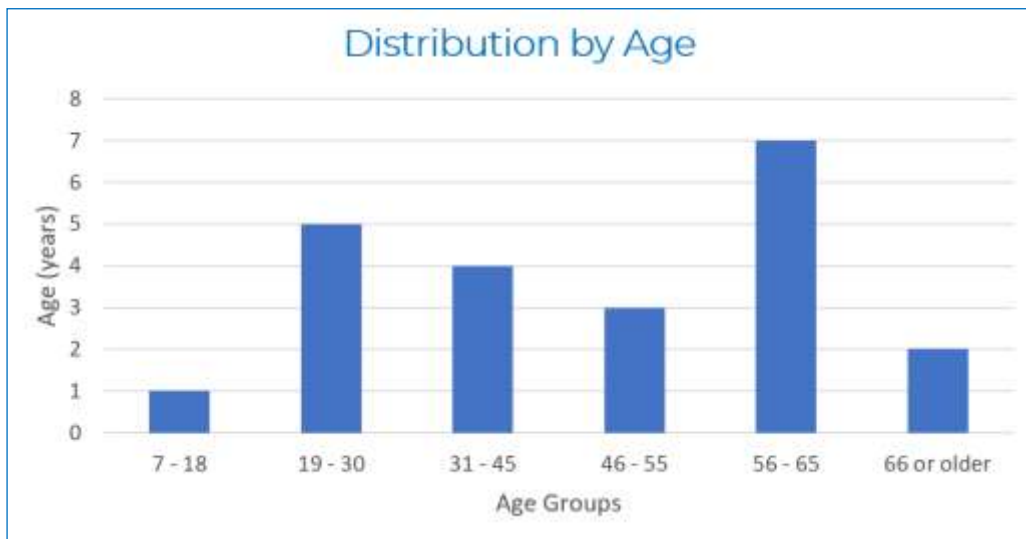


## NDIS Participant Numbers - Month to Month



## AGE OF NDIS PARTICIPANTS

The age of our NDIS participants ranges from 18 through to 66 or older with 32% aged between 56-65 years, 23% aged between 19-30 with a further 18% aged between 31-45 and 14% aged between 46-55 years. 9% are aged 66 years or older and 4% aged between 7-18.





*Jāņi* is the most popular Latvian festivity that originated as an ancient fertility festival celebrated after sowing the crops and before gathering harvest.

Latvians sing, dance, eat and are merry during *Jāņi*. Cheese with caraway seeds, meat patties and beer are a must for every table. People light bonfires, jump over them and celebrate until the sunrise. Romantic couples leave the crowd to look for the “flower of the fern”, which is alleged to bloom only in the night of *Jāņi*.



Families get together in their countryside homes. They make bouquets and wreaths out of herbs, flowers and leaves. Women traditionally wear flower wreaths, while men have theirs made of oak leaves or twigs. The livestock and fences are adorned with wreaths. Gates and rooms are decorated with birch, oak, and rowan branches.

The celebration used to take place during the longest day and the shortest night of the year, June 21. The Christianisation of Latvia however moved the date forward to the eve of June 24, the St. John Day.

In keeping with our Latvian roots from Latvian Aged Care *Laima*, Your Aged Care at Home maintains this tradition and celebrates *Jāņi* in June each year where all our clients, carers and family members are invited to partake in these festivities. We were extremely fortunate this year that the COVID-19 restrictions did not prevent us from enjoying this annual festival which we celebrated on 17 June 2021 at the Latvian Lutheran Church hall at Homebush.

We can only hope that next year we will all be able to again enjoy this annual get-together which provides such a wonderful opportunity for all our clients and family to meet with our team and partake in good food, great folk music and social engagement.













As a registered charity and public benevolent institution, as well as a Centrelink registered organisation to host job seekers undertaking voluntary work as an approved activity, Your Aged Care at Home highly values the dedication and tireless work of our volunteers.



The past 6 month's have been very challenging due to the second wave of COVID-19 social distancing restrictions and stay at home orders that has prevented Your Aged Care at Home from hosting a number of events that our volunteers are usually involved with. This included our annual Christmas celebration for all our clients, family and friends as well as our Foodbank Friday events. We look forward to hopefully being able to resume these activities in the near future.

However, we were fortunate enough to be able to host our annual *Jāni* celebrations in June 2021, just before a number of areas went into lockdown, and Wynn, Yolanda and Leigh provided a tremendous amount of support in the preparation of this event as well as assisting on the day.

Wynne Jumikis has been one of our most active volunteers for the past six years and no event would be complete without her incredible hard work and wonderful culinary and decorating skills. Wynne also supports the *Daugavas Vanagi* on a regular basis and her dedication and commitment is greatly valued by all.

For the past four years, Leigh Gayford has volunteered his time to assist with caretaker and gardening work as well as assisting with our Good360 distribution charity work. His services are highly valued and our property and gardens would not be the same without his selfless support.

Another highly appreciated volunteer for Your Aged Care at Home is Yolanda Reyes. Yolanda has been an active volunteer since June 2020 after she was made redundant from her usual employment due to COVID-19. Yolanda volunteers each week to assist our office staff and maintain a very clean and inviting work environment for all.



From left to right: Wynne, Leigh and Yolanda being presented with their Volunteer Awards at our Annual Jani celebrations in June 2021

# Our Charity Activities

During the Pandemic, YACAH was proudly supported by Good360 to supply extensive amounts of Personal Protective Equipment as well as cleaning products to keep our clients and workforce safe. These supplies were included in our new client COVID-19 PPE boxes as well as being supplied directly to our clients homes.



Workers were also equipped with their own PPE equipment box and supplies such as hand sanitisers and masks provided by Good360.



As COVID-19 reaches into all facets of life, supporting our community members becomes a major priority for all of us at Your Aged Care at Home. Unfortunately, we could no longer do large events to raise awareness and generate donations to provide goods to our refugee groups and had to look elsewhere for support. Fortunately, we were still able to donate to the vulnerable for Easter 2021. Thankfully to our partners Good360 and Share the Dignity, we provided a small amount of products to the refugee group in Fairfield by supplying them with Lindt Easter eggs and hand sanitisers as well as ladies handbags filled with feminine hygiene products.





# Client Christmas Presents



Your Aged Care at Home normally holds our annual Christmas party where all our clients, carers, family and friends are invited to enjoy a free lunch and have the opportunity to meet with our team and celebrate the festivities of the day.

Once again, due to COVID-19, we were unable to hold this very special event, however, through the support of Good360, we were able to share some of the Christmas spirit with our clients by providing them with special gift bags full of goodies to celebrate the holiday season.

We are hopeful that the social restrictions placed on all of us due to COVID-19 will be lifted in the coming months and we have the opportunity to have an amazing Christmas party in December 2021.





# Cancer Council

# Australia's Biggest Morning Tea

Australia's Biggest Morning Tea is a community event organised by the Cancer Council that raises vital funds to make a big difference for those impacted by cancer.

Your Aged Care at Home participated in this fundraising event on the 27<sup>th</sup> of May 2021. During this event we invited our staff to bring in small plates of food to fundraise a total of \$1,028 to the Cancer Council.

This event provided our staff with a great opportunity to make some delicious food and drop by our office to enjoy some very tasty treats from a variety of cultures and we all had a wonderful morning while also raising funds for such an important cause.



# Happy Ramadan



As our client base becomes more diversified, Your Aged Care at Home embraces the rich tapestry that all cultures have to offer so that we can learn from each other and share in community celebrations and events that can be enjoyed by all.

One of the most significant annual events for our Muslim clients is *Eid al-Fitr*. *Eid* is centred around celebrating the end of a month of fasting and spending time with family, friends and people within the community. Unfortunately, this year's celebrations and community prayers were significantly disrupted due to COVID-19 so we took the opportunity to deliver some delicious traditional sweets and chocolates to our clients who are unable to leave their home.

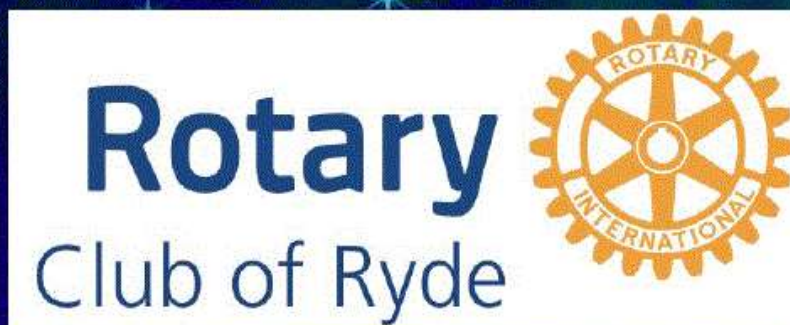
Hopefully, social life will be back to normal in the near future so that everyone can re-engage in the activities and social events that are so important to them.





Always Happy to Help

# CIRCUS QUIRKUS 2021 SPONSOR



Your Aged Care At Home



During the COVID-19 pandemic Your Aged Care at Home realised we could join with Pass it on Clothing & Co to help support the increasing number of vulnerable people in the community, those without a home. Pass it on Clothing & Co is a Sydney based social enterprise which puts your apparel, shoes and accessories donations directly in the hands of those who need it most.

Founded in September 2016 by Chris Vagg and Olga Puga, Pass it on Clothing & Co has been instrumental in providing quality men's and women's clothing donations to Sydney's and Gosford's homeless community, working to make charitable clothes giving more direct, efficient and effective.

The idea for Pass it on Clothing & Co stemmed from a house move for Chris and Olga and a resulting wardrobe cull. Many of the pieces to be thrown away were expensive and near new and needed to be given a new appreciative owner.

Chris began researching traditional charities and realised that the best clothes are often kept and sold in charity stores and shopfronts, leaving only the leftover items not deemed good enough for sale to be passed on to those who actually need them.

This sparked the idea of taking clothing directly to Sydney's homeless and disadvantaged community, and working alongside Orange Sky Laundry to set up a free clothes service to enhance their existing clothes washing and drying initiative.

Pass it on Clothing & Co takes clothing donations directly to those in need, setting up a wardrobe station at three weekly services, two in Sydney, one in Gosford and one monthly in Arncliffe. They allow people to visit and select new clothing and, with Olga a professional stylist, offer compassion and support when helping people select the wardrobe pieces.

Pass it on Clothing & Co has now provided over 160,000 pieces of clothing to those experiencing homelessness over the last 4 and a <sup>1</sup>/<sub>2</sub> years. The benefits are truly positive, not only physically, but by also impacting the self-esteem and self-worth of the recipients.

Your Aged Care at Home is proud to be a sponsor of such a valuable and inspirational appeal and will continue to support Pass it on Clothing & Co with their charity work for the homeless.



# Our Supporters

As a registered charity, Your Aged Care at Home relies on the generous support of our donors to enable us to provide additional services and support to vulnerable people living in our community.

This year, our usual charity activities were restricted due to COVID-19 and social distancing restrictions. Despite these challenges, we had continued support from donors to enable some fundraising and charity activities to continue. We have been supported by:

- ✿ Share the Dignity - Donations of personal care items and handbags for distribution to homeless women
- ✿ Good360 - As a registered charity, Your Aged Care at Home has partnered with Good360 since November 2019 and is able to access a wide range of goods that are donated by major brand companies and distributed by Your Aged Care at Home to those in need. Good360 have been integral in providing much needed PPE and other items for those affected by the pandemic.

On behalf of Your Aged Care at Home, we extend our sincere thanks for the support received which has allowed us to help those in need.



Good360 donations throughout the year assisted many clients with both PPE and Christmas gift bags



Share the Dignity donations of personal care items that were distributed to vulnerable women in the community



**YOUR AGED CARE AT HOME LIMITED**

49-51 Stanley St, Bankstown NSW 2200

ABN: 39 169 059 992

**FINANCIAL REPORT  
FOR THE YEAR ENDED 30 JUNE 2021**



# **Your Aged Care at Home Limited by Guarantee RDR General Purpose Limited**

ABN 39 169 059 992

## **Annual Report - 30 June 2021**



# YOUR AGED CARE AT HOME LIMITED

30 JUNE 2021

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## YOUR AGED CARE AT HOME LIMITED

### Directors' Report

#### FOR THE YEAR ENDED 30 JUNE 2021

The Directors of Your Aged Care at Home Ltd present their report together with the financial statements of Your Aged Care at Home Ltd for the year ended 30 June 2021 and the Independent Auditor's Report thereon.

#### **Board of Directors**

The following persons were Directors of Your Aged Care at Home Limited during and since the end of the financial year:

#### **Heather Pooloo, J.P - Chairperson**

##### **Executive Director**

Director since 2014

Our Executive Director, Heather, has extensive management and project development experience in the domains of community aged care, education and CALD community development. Heather was appointed by the Board of the Sydney Latvian Society in April 2014 to undertake the transfer of Latvian Aged Care *Laima* to Your Aged Care at Home Ltd. This was completed in January 2015 with the successful approval of 25 Home Care Packages being transferred to Your Aged Care at Home. Since this time, Your Aged Care at Home has continued to grow and diversify its business activities through the support of a highly effective Board of Directors and Management team.

#### **Gundega Zarins – Company Secretary**

Director since 2014

Gundega has worked in aged care for more than ten years and is a highly respected and active member of the Sydney Latvian community and is the Secretary of *Daugavas Vanagi*. As a licensed club, Gundega is responsible to the Office of Liquor, Gaming and Racing (OLGR) including financial reporting, the Responsible Service of Alcohol (RSA), the Responsible Conduct of Gambling (RCG) and other legislative requirements relevant to registered clubs. She is also the Treasurer of the Ladies Auxiliary attached to the *Daugavas Vanagi* in addition to being Deaconess to the Evangelical Lutheran Unity Congregation in Strathfield.

#### **Kristaps Zarins - Director**

Director since 2015

Kris has extensive management and project development experience. As senior manager with CSIRO (1980-1982), Kris was responsible for developing and implementing effective financial and personnel systems. As Executive Officer of the UNSW Institute of Administration he developed and implemented marketing programs and presented a paper at the International Conference (Clear Visions of the Future - The Key to Success). He was also National Administration Manager for the Australian Bicentennial Authority, where he developed and implemented management systems for procurement, travel, stores management and organisation wind-down. As HR Manager for House with No Steps, Kris introduced client evaluation and support systems and Quality Assurance. Kris also held the position of GM of Employment and Lifestyle Programs, where he developed and introduced DSS and established Industry Quality Assurance Network.

#### **Andris Drezins - Director**

Director since 2018

Andris brings his sales and project management knowledge to the role of Director and Business Manager. As an Account Manager for Schneider Electric for 13 years, Andris developed effective whole of life

## **YOUR AGED CARE AT HOME LIMITED**

### **Directors' Report**

#### **FOR THE YEAR ENDED 30 JUNE 2021**

energy and technology upgrades for some of Sydney's major hospitals and commercial buildings. For 12 years Andris worked as a Project Manager and Engineering Team Leader for Honeywell, where Andris was responsible for the design, budgeting and effective implementation of building management systems and energy projects. Andris is pursuing his interests in health and well-being and has recently completed his Diploma in Food and Nutrition through La Trobe University.

**Inara Sikais – Director**  
**BA Business (Accounting)**  
**CPA Member of the Australia Society of Accountants**  
Director since 2020

Inara joined the Board of Directors in January 2020 and has extensive experience and knowledge in financial management, risk management and administrative process improvement that are highly valued by Your Aged Care at Home Ltd. She holds a Bachelor of Business (Accounting) and is a CPA member of the Australian Society of Accountants.

Throughout her extensive career, Inara has held a variety of accounting and financial positions including Project Accountant for Lang O'Rourke - Wheatstone Project, Pilbara, Western Australia; Contracts Administrator for Lend Lease (NSW) Building projects; Financial Assistant - Lend Lease Head Office, Sydney; Chief Financial Officer - Waverley Private (Psychiatric) Hospital, Mt Waverley, Victoria; Chief Financial Officer for Benchmark Group/Ramsay Health Care - The Valley Private Hospital & South Eastern Hospital, Mulgrave, Victoria; Chief Financial Officer - Benchmarks Group - Beleura Private Hospital, Mornington, Victoria; Accountant for Destination Travel Management Group and Chief Accountant - Australian Pacific Touring Pty Ltd. Hampton Head Office, Victoria.

In addition to her professional work, Inara has also held many volunteer positions to support a wide range of community groups including Treasurer - Kunyung Primary school fundraising & parents consultation committee; Board member of the Latvian Relief Society Melbourne branch; Board member and Treasurer of the Latvian Relief Society of Australia Sydney Branch; current Chairperson of the Latvian Relief Society "Daugavas Vanagi" of Australia Sydney Branch as well as Internal Auditor (voluntary) for the Sydney Latvian Society (Strathfield) and LAAJ - Latvian Association of Australia and New Zealand.

#### **Principle activities and objectives**

During the year, the principle activities of Your Aged Care at Home Ltd were to provide Home Care Packages Program services to the elderly across the Sydney Metropolitan area.

Care and support services provided include:

- Personal services – including personal assistance with, bathing and showering, grooming, dressing, toileting, mobility and transfers
- Nutrition, hydration, meal preparation and diet
- Management of skin integrity
- Continence management
- Mobility and dexterity – including provision of walking aids, mechanical devices for lifting and assistance with using aids
- Support services – including cleaning, laundry, gardening, medications management, transport, respite care, home maintenance, home modifications and social activities
- Leisure, interests and activities
- Clinical services – including nursing, occupational therapy and physiotherapy services as well

**YOUR AGED CARE AT HOME LIMITED**  
**Directors' Report**  
**FOR THE YEAR ENDED 30 JUNE 2021**

as referral to health practitioners and other service providers

- Supported technologies in the home
- Foodbank
- Good360

Your Aged Care at Home is a registered NDIS provider with the National Disability Insurance Agency.

Services provided include:

- Household Tasks and Yard Maintenance
- Cleaning
- Personal Domestic Assistance
- Participation in Community, Social and Recreation Activities
- Nursing Support
- Therapeutic Supports
- Assistance with Self-Care

There has not been any significant change in the state of affairs of Your Aged Care at Home Ltd during the financial period.

### **Short-term objectives**

The Company's short-term objectives are to:

- Provide care for aged, sick and infirm persons based on the broad principles of the Aged Care Act 1997 (Cth) as amended or its equivalent if subsequently replaced;
- Promote a high quality of care for the recipients of aged care services that meet the needs of individuals;
- Protect the health and well-being of the recipients of aged care services;
- Ensure that aged care services are targeted towards the people with the greatest needs for those services;
- Facilitate access to aged care services by those who need them, regardless of race, religion, culture, language, gender, economic circumstance or geographic location;
- Provide respite for families, and others who care for older people;
- Encourage diverse, flexible, and responsive aged care services that are appropriate to meet the needs of the recipients of those services and their carers;
- Develop the use of and deliver technologies to our workforce, clients and carers in the home to improve service delivery and more effective communication systems through our Mobile Workforce and Seniors Network Service;
- Facilitate the independence of, and choice available to, those recipients and carers; and
- Support people with disabilities, their families and carers under the National Disabilities Insurance Scheme by:
  - a. Providing and/or supporting an integrated range of innovative and responsive services that promote, develop and sustain the independence and community inclusion of those who have, or may acquire, disability;
  - b. Providing and/or supporting services for people with disabilities, their families and carers which promote independence and choice;
  - c. Providing and/or supporting services which develop rights and dignity of people living with, or affected by, disability;

## YOUR AGED CARE AT HOME LIMITED

### Directors' Report

#### FOR THE YEAR ENDED 30 JUNE 2021

- d. Educating the community about people with disabilities, the causes of those disabilities, and the rights and potential of those people;
- e. Advancing the interests of people in our society living with, or affected by, disability;
- f. Providing and/or supporting services to assist other organisations to achieve all or any of these aims.

#### Long-term objectives

The Company's long-term objectives are to:

- Be sustainable and strive for continuous improvement so as to offer the best possible outcomes for the elderly and disabled and their carers requiring our assistance; and
- To help plan effectively for the delivery of aged care services and disability support services that:
  - a. Promote the targeting of services to areas of greatest need;
  - b. Promote aging in place through the linking of care and support services to the places where older people prefer to live; and
- Support people with disabilities, their families and carers and advance the interests of people in our society living with, or affected by, disability; and
- To develop and implement technologies through Your Aged Care at Home's Mobile Workforce and Seniors Network Service.

#### Strategy for achieving short and long-term objectives

To achieve these objectives, the Company has adopted the following strategies:

- The Company strives to attract and retain quality staff and volunteers who are committed to working in aged care and disability support services, and this is evidenced by low staff turnover. Your Aged Care at Home believes that attracting and retaining quality staff and volunteers will assist with the success of the company in both the short and long term;
- Staff and volunteers are committed to creating new and maintaining existing programs in support of aged care and disability care recipients. Committed staff and volunteers allow the Company the ability to engage in continuous improvement;
- Staff and volunteers strive to meet consistent standards of best practice and provide clear expectations of professional accountabilities and responsibilities to all stakeholders. This is evidenced by the performance of staff and volunteers, being assessed based on these accountabilities, and ensures staff are operating in the best interests of the care recipients, their carers and the Company;
- The Company will research grant opportunities and apply for projects that will further enhance the objectives, both short and long term, of Your Aged Care at Home;
- The Company ensures compliance with all related legislative requirements under the Aged Care Act 1997 (Cth) and the National Disability Insurance Scheme Act 2013.

#### Directors' meetings

The number of meetings of Directors' held during the year and the number of meetings attended by each Director are as follows:

**YOUR AGED CARE AT HOME LIMITED**  
**Directors' Report**  
**FOR THE YEAR ENDED 30 JUNE 2021**

| Director        | Number of Meetings | Number Attended |
|-----------------|--------------------|-----------------|
| Andris Drezins  | 11                 | 11              |
| Heather Pooloo  | 11                 | 11              |
| Gundega Zarins  | 11                 | 9               |
| Kristaps Zarins | 11                 | 6               |
| Inara Sikais    | 11                 | 9               |

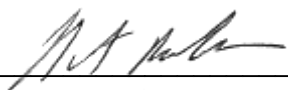
**Contribution in winding up**

The Company is incorporated under the Corporations Act 2001 and is a Company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$50 each towards meeting any outstanding obligations of the entity. At 30 June 2021, the total amount that members of the Company are liable to contribute if the Company is wound up is \$250.00.

**Auditor's Independence Declaration**

A copy of the Auditor's Independence Declaration as required under subsections 60-40 of the Australian Charities and Not for Profits Commission Act 2012 is included in page 8 of this financial report and forms part of the Board of Directors Report.

Signed in accordance with a resolution of the Board of Directors.



Heather Pooloo, J.P.  
Director



Andris Drezins  
Director

# C M PITT & CO

Chartered Accountants

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CHARLES M PITT B.BUS FCA

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STRATHFIELD NSW 2135

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## **YOUR AGED CARE AT HOME LIMITED AUDITOR'S INDEPENDENCE DECLARATION**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2021 there have been:

- (i) no contraventions of the auditor's independence requirements as set out in section 307c of the *Corporations Act 2001*;
- (ii) no contraventions of the auditor's independence requirements as set out in subsections 60-40 of the *Australian Charities and Not for Profits Commission Act 2012*; and
- (iii) no contraventions of any applicable code of professional conduct in relation to the audit.



**Charles M Pitt**

**C M PITT & CO**

**Chartered Accountants**

**2 Philip Street, Strathfield NSW 2135**

Date: 02 September 2021



*Liability limited by a scheme approved under Professional Standards Legislation*

*All correspondence: PO Box 580, STRATHFIELD NSW 2135*

**YOUR AGED CARE AT HOME LIMITED**  
**ABN: 39 169 059 992**  
**STATEMENT OF COMPREHENSIVE INCOME**  
**FOR THE YEAR ENDED 30 JUNE 2021**

|   |             | <b>2021</b>           | <b>2020</b>           |
|---|-------------|-----------------------|-----------------------|
|   |             | <b>\$</b>             | <b>\$</b>             |
|   | <b>Note</b> |                       |                       |
| Revenue                                       | 6           | 3,259,676             | 2,684,199             |
| Employee benefits expense                     | 7           | (2,141,306)           | (1,906,353)           |
| Depreciation expense                          | 8           | (35,395)              | (29,718)              |
| Client expenses                               | 9           | (724,102)             | -                     |
| Other expenses                                | 9           | (212,826)             | (603,798)             |
|   |             | <u>146,047</u>        | <u>144,331</u>        |
| Surplus before income tax                     |             |                       |                       |
| Income tax expense                            |             | -                     | -                     |
|   |             | <u>146,047</u>        | <u>144,331</u>        |
| Surplus for the year                          |             |                       |                       |
| Other comprehensive income, net of income tax |             | -                     | -                     |
|   |             | <u>146,047</u>        | <u>144,331</u>        |
| <b>Total comprehensive income</b>             |             | <b><u>146,047</u></b> | <b><u>144,331</u></b> |

The above Statement is to be read in conjunction with the attached notes.



**YOUR AGED CARE AT HOME LIMITED**  
**ABN: 39 169 059 992**  
**STATEMENT OF FINANCIAL POSITION**  
**AS AT 30 JUNE 2021**

|                                      | Note   | 2021<br>\$       | 2020<br>\$       |
|--------------------------------------|--------|------------------|------------------|
| <b>Current assets</b>                |        |                  |                  |
| Cash and cash equivalents            | 10     | 1,081,564        | 1,055,513        |
| Trade and other receivables          | 11     | 333,307          | 62,201           |
| <b>Total current assets</b>          |        | <u>1,414,871</u> | <u>1,117,714</u> |
| <b>Non-current assets</b>            |        |                  |                  |
| Plant and equipment                  | 12     | 86,896           | 77,166           |
| <b>Total non-current assets</b>      |        | <u>86,896</u>    | <u>77,166</u>    |
| <b>Total assets</b>                  |        | <u>1,501,767</u> | <u>1,194,880</u> |
| <b>Current liabilities</b>           |        |                  |                  |
| Trade and other payables             | 13     | 745,795          | 598,791          |
| Provisions                           | 14(i)  | 166,316          | 146,887          |
| <b>Total current liabilities</b>     |        | <u>912,111</u>   | <u>745,678</u>   |
| <b>Non-current liabilities</b>       |        |                  |                  |
| Non-current provisions               | 14(ii) | 37,084           | 42,677           |
| <b>Total non-current liabilities</b> |        | <u>37,084</u>    | <u>42,677</u>    |
| <b>Total liabilities</b>             |        | <u>949,196</u>   | <u>788,355</u>   |
| <b>Net assets</b>                    |        | <u>552,572</u>   | <u>406,525</u>   |
| <b>Equity</b>                        |        |                  |                  |
| Retained surplus                     |        | 552,572          | 406,525          |
| <b>Total equity</b>                  |        | <u>552,572</u>   | <u>406,525</u>   |

The above Statement is to be read in conjunction with the attached notes.

**YOUR AGED CARE AT HOME LIMITED**  
**ABN: 39 169 059 992**  
**STATEMENT OF CHANGES IN EQUITY**  
**FOR THE YEAR ENDED 30 JUNE 2021**

|   | Retained<br>surpluses<br>\$ | Total equity<br>\$    |
|---|-----------------------------|-----------------------|
| <b>Balance at 01 July 2019</b>                | <b>262,194</b>              | <b>262,194</b>        |
| Surplus after income tax expense for the year | 144,331                     | 144,331               |
| Other comprehensive income, net of tax        | -                           | -                     |
| Total comprehensive income for the year       | <u>406,525</u>              | <u>406,525</u>        |
| <b>Balance at 30 June 2020</b>                | <b><u>406,525</u></b>       | <b><u>406,525</u></b> |
| <b>Balance at 01 July 2020</b>                | <b>406,525</b>              | <b>406,525</b>        |
| Surplus after income tax expense for the year | 146,047                     | 146,047               |
| Other comprehensive income, net of tax        | -                           | -                     |
| Total comprehensive income for the year       | <u>552,572</u>              | <u>552,572</u>        |
| <b>Balance at 30 June 2021</b>                | <b><u>552,572</u></b>       | <b><u>552,572</u></b> |

The above Statement is to be read in conjunction with the attached notes.

**YOUR AGED CARE AT HOME LIMITED**  
**ABN: 39 169 059 992**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 30 JUNE 2021**

|  |             | <b>2021</b>             | <b>2020</b>             |
|--|-------------|-------------------------|-------------------------|
|  |             | <b>\$</b>               | <b>\$</b>               |
|  | <b>Note</b> |                         |                         |
| <b>Operating activities</b>                            |             |                         |                         |
| Receipts from customers (exclusive of GST)             |             | 411,916                 | 281,581                 |
| Payments to suppliers and employees (exclusive of GST) |             | (3,064,995)             | (2,528,807)             |
| Home care subsidies received                           |             | 2,522,040               | 2,300,171               |
| Client contributions received                          |             | 77,722                  | 120,701                 |
| Interest received                                      |             | 9,219                   | 12,196                  |
| Donations received                                     |             | 3,175                   | 4,861                   |
| Other income   |             | 12,098                  | 121                     |
| Disposals  |             | 6,753                   | -                       |
| SSTF Grant Funding                                     |             | 50,000                  | -                       |
| Cash Flow Boost  |             | 50,000                  | 50,000                  |
| Net cash provided by operating activities              | 15          | <u>77,929</u>           | <u>240,824</u>          |
| <b>Investing activities</b>                            |             |                         |                         |
| Payments for plant and equipment                       |             | <u>(51,878)</u>         | <u>(43,992)</u>         |
| Net cash used in investing activities                  |             | <u>(51,878)</u>         | <u>(43,992)</u>         |
| <b>Financing activities</b>                            |             |                         |                         |
| Net cash from financing activities                     |             | <u>-</u>                | <u>-</u>                |
| Net change in cash and cash equivalents                |             | 26,051                  | 196,832                 |
| Cash and cash equivalents, beginning of year           |             | 1,055,513               | 858,681                 |
| <b>Cash and cash equivalents, end of year</b>          | 10          | <b><u>1,081,564</u></b> | <b><u>1,055,513</u></b> |

The above Statement is to be read in conjunction with the attached notes.

**YOUR AGED CARE AT HOME LIMITED**  
**ABN: 39 169 059 992**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2021**

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**Note 1. General information and statement of compliance**

The financial report includes the financial statements and notes of Your Aged Care at Home Ltd.

These financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and Interpretations issued by the Australian Accounting Standards Board ('AASB'), the Australian Charities and Not-for-profits Commission Act 2012 and the Corporations Act 2001, as appropriate for not-for-profit oriented entities.

The financial statements for the year ended 30 June 2021 were approved and authorised for issue by the Board of Directors on 02 September 2021.

**Note 2. Significant accounting policies**

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

**New or amended Accounting Standards and Interpretations adopted**

The company has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted. The company has yet to assess the impact of these new or amended Accounting Standards and Interpretations.

**Historical cost convention**

The financial statements have been prepared under the historical cost convention.

**Critical accounting estimates**

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company's accounting policies.

The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are disclosed in note 3.

**Revenue recognition**

Revenue is recognised when it is probable that the economic benefit will flow to the company and the revenue can be reliably measured. Revenue is measured at the fair value of the consideration received or receivable.

*Government Home Care subsidies*

Government Home care subsidies received by this entity under the Aged Care Act 1997 are recognised as income when the obligations relating to the receipt have been met.

*Client contribution fees*

Client contribution fees, charged for care or services provided to clients, are recognised when the service is provided.

**YOUR AGED CARE AT HOME LIMITED**  
**ABN: 39 169 059 992**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2021**

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*Sales revenue*

Revenue from the sale of goods is recognised as revenue when this entity transfers the significant risks and rewards of ownership of the assets.

*Donations*

Donations collected, including cash and goods for resale, are recognised as revenue when the entity gains control, economic benefits are probable, and the amount of the donation can be measured reliably.

*Interest*

Interest revenue is received from cash and short-term deposits held with financial institutions and is recognised on the accrual basis.

*Other revenue*

Other revenue is recognised when it is received or when the right to receive payment is established.

*Income Tax*

This entity is a registered public benevolent institution and is exempt from income tax under Subdivision 50-B of the Income Tax Assessment Act 1997. This entity is also endorsed as a deductible gift recipient (DGR) under Subdivision 30-BA of the Income Tax Assessment Act 1997.

**Current and non-current classification**

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the company's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

**Cash and cash equivalents**

Cash and cash equivalents includes cash on hand, cash bank deposits, and short term bank deposits with original maturities of four months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

**Trade and other receivables**

Short-term receivables are measured at the original invoice amount where the effect of discounting is immaterial. The credit risk is the carrying amount (net of any allowance for impairment). No interest is earned on trade debtors. The carrying amount approximates fair value.

**Property, plant and equipment**

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Depreciation is calculated on a straight-line basis to write off the net cost of each item of plant and equipment over their expected useful lives as follows:

|                    |           |
|--------------------|-----------|
| Motor vehicles     | 6 years   |
| Office furniture   | 4-5 years |
| Computer equipment | 4 years   |
| Client equipment   | 4 years   |

**YOUR AGED CARE AT HOME LIMITED**  
**ABN: 39 169 059 992**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2021**

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The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the company. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

**Trade and other payables**

These amounts represent liabilities for goods and services provided to the company prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at the original invoice amount where the effect of discounting is immaterial. The amounts are unsecured and are usually paid within 30 days of recognition.

**Employee benefits**

*Short-term employee benefits*

Liabilities for wages and salaries, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

*Other long-term employee benefits*

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of expected future payments to be made in respect of services provided by employees with two or more years of service up to the reporting date.

Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service.

**Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the Australian Taxation Office.

In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense,

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the Australian Taxation Office is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the Australian Tax Office, are presented as operating cash flows.

**Comparatives**

Where necessary comparative information has been reclassified to achieve consistency in disclosure with current year amounts and other disclosures.

**YOUR AGED CARE AT HOME LIMITED**  
**ABN: 39 169 059 992**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2021**

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**Financial Assets**

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

*Classification*

On initial recognition, the company classifies its financial assets into the following categories, instruments measured at:

Amortised cost

Fair Value through Profit and Loss – FVTPL

Fair Value through other Comprehensive income – Equity Instrument (FVOCI – Equity).

*Measured at Amortised Cost*

The Trust measures receivables, cash, and cash equivalents at amortised cost since these financial assets meet the relevant criteria in AASB 9, being that they are held to collect contractual cash which give rise to solely payments of principal and interest.

Interest income, foreign exchange gains or losses and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

*Fair value through other comprehensive income (FVOCI) – Equity*

The company holds investments directly in listed shares and through a managed equity investment fund and the company has made an irrevocable election to classify these equity investments as fair value through other comprehensive income as they are not held for trading purposes.

These equity investments are carried at fair value with changes in fair value recognised in other comprehensive income – FVOCI reserve. On disposal any balance in the reserve is transferred to accumulated funds and is not reclassified to profit or loss.

Dividends relating to these investments are recognised as income in profit or loss unless the dividend clearly represents a recovery of part of the cost of the investment.

*Fair value through profit or loss*

Fixed interest securities are measured at fair value through profit and loss with changes in fair value at each reporting period being recognised directly in surplus for the year. Net gains or losses, including any interest or dividend income are recognised in profit or loss.

*Impairment of financial assets measured at amortised cost*

Impairment of financial assets is determined on an expected credit loss (ECL) basis for financial assets measured at amortised cost and contract assets arising under AASB 15.

The company has used the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses. The company has determined the probability of non-payment of the receivable and contract asset and multiplied this by the amount of the expected loss arising from default.

When estimating ECL, the company considers reasonable and supportable information that is relevant and available without undue cost or effort. This includes both quantitative and qualitative information and analysis based on the company's historical experience and informed credit assessment and including forward looking information.

**YOUR AGED CARE AT HOME LIMITED**  
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**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2021**

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The amount of the impairment is recorded in a separate allowance account with the loss being recognised in the result for the year. Once the receivable is determined to be uncollectable then the gross carrying amount is written off against the associated allowance.

**Financial Liabilities**

The company measures all financial liabilities initially at fair value less transaction costs, subsequently financial liabilities are measured at amortised cost using the effective interest rate method. The financial liabilities of the company comprise trade creditors, other payables, and lease liabilities.

**Investment Income**

Investment income comprises interest and dividends. Interest income is recognised as it accrues, using the effective interest method.

Dividends from investments are recognised when the right to receive a dividend has been established

**Note 4. Critical accounting judgements, estimates and assumptions**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements.

Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue, and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances.

The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements estimate and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

*Estimation of useful lives of assets*

The company determines the estimated useful lives and related depreciation charges for its plant and equipment assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold, will be written off or written down.

*Employee benefits provision*

As discussed in note 2, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.



**YOUR AGED CARE AT HOME LIMITED**  
**ABN: 39 169 059 992**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2021**

| Note                                   | 2021<br>\$       | 2020<br>\$       |
|--|------------------|------------------|
| <b>6 Revenue</b>                       |                  |                  |
| Home care subsidies                    | 2,648,168        | 2,192,877        |
| Client contribution fees               | 77,722           | 120,701          |
| Private client services                | 15,749           | 10,930           |
| Brokerage services                     | 19,358           | 17,235           |
| NDIS services                          | 376,730          | 259,825          |
| Donations and fund raising             | 3,175            | 4,861            |
| Interest                               | 6,240            | 12,230           |
| Workers compensation premium refund    | -                | -                |
| Other revenue                          | 6,189            | 121              |
| Cash Flow Boost                        | 50,000           | 50,000           |
| SSTF Grant Funding                     | 50,000           | -                |
| Workskil                               | 5,909            | -                |
| WorkCover                              | 434              | 15,419           |
| <b>Total revenue</b>                   | <u>3,259,676</u> | <u>2,684,199</u> |
| <b>7 Employee benefits expense</b>     |                  |                  |
| Salaries and wages                     | 1,819,368        | 1,651,934        |
| Superannuation contributions           | 173,004          | 157,164          |
| Provision for employee benefits        |                  |                  |
| - Annual leave                         | 9,925            | 34,471           |
| - Personal leave                       | 9,505            | (12,743)         |
| - Long service leave                   | (5,592)          | (16,825)         |
| Workers compensation insurance         | 81,919           | 59,312           |
| Staff training and seminars            | 32,016           | 26,566           |
| Staff Recruitment                      | 7,005            | -                |
| Protective clothing                    | 13,191           | 5,302            |
| Police checks                          | 966              | 1,172            |
| <b>Total employee benefits expense</b> | <u>2,141,306</u> | <u>1,906,353</u> |
| <b>8 Depreciation expense</b>          |                  |                  |
| Depreciation                           | 35,395           | 29,718           |
| <b>Total depreciation</b>              | <u>35,395</u>    | <u>29,718</u>    |

**YOUR AGED CARE AT HOME LIMITED**  
**ABN: 39 169 059 992**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2021**

| Note                                     | 2021<br>\$       | 2020<br>\$       |
|--|------------------|------------------|
| <b>9 Other expenses</b>                  |                  |                  |
| Auditors' remuneration                   | 8,500            | 6,000            |
| Client expenses                          | 724,102          | 434,553          |
| Portable and attractive items            | -                | 4,456            |
| Fund raising expenses                    | -                | 1,565            |
| Charitable donations and services        | 2,955            | 3,189            |
| Insurance                                | 10,032           | 9,186            |
| Motor vehicle expenses                   | 6,190            | 3,460            |
| Postage, printing and stationery         | 31,528           | 18,249           |
| IT maintenance and subscriptions         | 49,343           | 44,202           |
| Telecommunications                       | 16,629           | 13,949           |
| Rent                                     | 28,600           | 25,636           |
| General expenses                         | 59,051           | 39,353           |
| <b>Total other expenses</b>              | <u>936,928</u>   | <u>603,798</u>   |
| <b>10 Cash and cash equivalents</b>      |                  |                  |
| Cash at bank                             | 467,234          | 429,895          |
| Term deposits                            | 613,129          | 625,145          |
| PayPal account                           | 1,045            | 308              |
| Cash on hand                             | 156              | 165              |
| <b>Total cash and cash equivalents</b>   | <u>1,081,564</u> | <u>1,055,513</u> |
| <b>11 Trade and other receivables</b>    |                  |                  |
| Service income                           | 37,615           | 37,260           |
| Subsidy receivable                       | 279,889          | 4,693            |
| Interest income                          | 153              | 3,132            |
| Prepayments                              | 15,650           | 17,116           |
| <b>Total trade and other receivables</b> | <u>333,307</u>   | <u>62,201</u>    |
| <b>12 Plant and equipment</b>            |                  |                  |
| Motor vehicle - at cost                  | 11,764           | 8,264            |
| Less: Accumulated depreciation mv        | (793)            | (6,051)          |
|  | <u>10,971</u>    | <u>2,213</u>     |
| Plant and equipment - at cost            | 158,147          | 142,148          |
| Less: Accumulated depreciation pe        | (82,222)         | (67,195)         |
|  | <u>75,925</u>    | <u>74,953</u>    |
| <b>Total plant &amp; equipment</b>       | <u>86,896</u>    | <u>77,166</u>    |

**YOUR AGED CARE AT HOME LIMITED**  
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**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2021**

**Note**

**12 Non-current assets - plant and equipment (continued)**

**Reconciliations**

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

|                                | Plant & Equipment<br>\$ | Staff Devices & Equipment<br>\$ | Furniture & Fixtures<br>\$ | Motor Vehicle<br>\$ | Total<br>\$   |
|--------------------------------|-------------------------|---------------------------------|----------------------------|---------------------|---------------|
| Balance at 1 July 2020         | 18,598                  | 49,870                          | 6,486                      | 2,213               | 77,166        |
| Additions                      | 12,033                  | 24,840                          | 5,005                      | 10,000              | 51,878        |
| Disposals                      | (6,507)                 | -                               | (246)                      | -                   | (6,753)       |
| Depreciation expense           | (8,009)                 | (23,378)                        | (2,776)                    | (1,242)             | (35,395)      |
| <b>Balance at 30 June 2021</b> | <u>16,114</u>           | <u>51,331</u>                   | <u>8,479</u>               | <u>10,971</u>       | <u>86,896</u> |

|                                       | 2021<br>\$     | 2020<br>\$     |
|---------------------------------------|----------------|----------------|
| <b>13 Trade and other payables</b>    |                |                |
| Accrued salaries, wages and oncosts   | 14,280         | 11,975         |
| Trade creditors and other accruals    | 83,112         | 87,480         |
| Liability for future service delivery | 648,403        | 499,336        |
| <b>Total trade and other payables</b> | <u>745,795</u> | <u>598,791</u> |
| <b>14 Provisions</b>                  |                |                |
| <i>Employee benefits</i>              |                |                |
| <b>(i) Current liabilities</b>        |                |                |
| Annual leave and personal leave       | 166,316        | 146,887        |
| <b>Total provisions - current</b>     | <u>166,316</u> | <u>146,887</u> |
| <b>(ii) Non-current liabilities</b>   |                |                |
| Long service leave                    | 37,084         | 42,677         |
| <b>Total provisions - non-current</b> | <u>37,084</u>  | <u>42,677</u>  |

**YOUR AGED CARE AT HOME LIMITED**  
**ABN: 39 169 059 992**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2021**

| Note  | 2021<br>\$     | 2020<br>\$     |
|---|----------------|----------------|
| <b>15 Note to statement of cash flow</b>  |                |                |
| <b>Reconciliation of net cash provided by Operating activities to operating surplus</b> |                |                |
| <b>Operating surplus</b>  | 146,047        | 144,331        |
| <b>Non-cash flows in profit from ordinary activities</b>                                |                |                |
| Depreciation  | 35,395         | 29,718         |
| Loss on disposal of plant and equipment   | 6,753          | -              |
| Employee entitlements   | 13,838         | 4,902          |
| <b>Changes in assets and liabilities</b>  |                |                |
| Decrease/(increase) in receivables  | (271,106)      | (26,486)       |
| Increase/(decrease) in accounts payable   | 147,004        | 88,359         |
| Cash flows from operations  | <u>77,929</u>  | <u>240,824</u> |
| <b>16 REMUNERATION OF KEY MANAGEMENT PERSONNEL</b>                                      |                |                |
| Remuneration of key management personnel  | 212,257        | 209,369        |
| Total key management personnel remuneration   | <u>212,257</u> | <u>209,369</u> |
| <b>17 AUDITORS REMUNERATION</b>   |                |                |
| Auditing of the accounts  | 7,500          | 6,000          |
| Underprovision/(overprovision) of Audit fees  | -              | -              |
| Total Auditors Remuneration   | <u>7,500</u>   | <u>6,000</u>   |

**YOUR AGED CARE AT HOME LIMITED**  
**ABN: 39 169 059 992**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2021**

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**Note 18. Commitments**

The company had no commitments for expenditure as at 30 June 2021 and 30 June 2020

**Note 19. Related party transactions**

*Key management personnel*

Disclosures relating to key management personnel are set out in note 16.

**Note 20. Events after the reporting period**

No matter or circumstance has arisen since 30 June 2021 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 21. COVID-19 Event Subsequent to Reporting Date**

The impact of COVID-19 cannot be reasonably estimated nor predicted. There may be subsequent to 30 June 2021 a change in the degree of participation activities and community contact due to COVID-19. The full impact is unknown.

There has been no significant impact on revenue for the year ended 30 June 2021. The economic downturn caused by the ongoing COVID-19 global pandemic continues to create an uncertainty in the global economy.

There continues government funding of the Home Care Packages Program and NDIS Provisions.

The Directors are aware of this uncertainty and the effects on Aged Care Service providers and NDIS providers after the reporting date, hence the inclusion of this disclosure in the Notes to the Financial Statements is deemed appropriate.

**YOUR AGED CARE AT HOME LIMITED**  
**ABN: 39 169 059 992**  
**DIRECTORS' DECLARATION**  
**FOR THE YEAR ENDED 30 JUNE 2021**

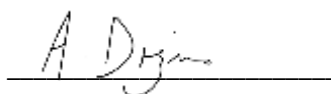
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In the opinion of the Directors' of Your Aged Care At Home Limited:

- a) The financial statements and notes of Your Aged Care At Home Limited are in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:
  - i) Giving a true and fair view of its financial position as at 30 June 2021 and of its performance for the financial year ended on that date; and
  - ii) Complying with Australian Accounting Standards – Reduced Disclosure Requirements (including the Australian Accounting Interpretations) and the Australian Charities and Not-for-profits Commission Regulation 2013; and
- b) There are reasonable grounds to believe that Your Aged Care At Home Limited will be able to pay its debts as and when they become due and payable.



**Heather Pooloo**  
**Director**



**Andris Drezins**  
**Director**

Dated this 2nd day of September 2021

# C M PITT & CO

Chartered Accountants

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## INDEPENDENT AUDIT REPORT TO THE MEMBERS OF YOUR AGED CARE AT HOME LTD AND THE COMMONWEALTH DEPARTMENT OF HEALTH

### Report on the Audit of the Financial Report

We have audited the financial report of Your Aged Care at Home Limited (YACAH), which comprises the statement of financial position as at 30 June 2021, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the responsible entities' declaration.

In our opinion, the financial report of YACAH, has been prepared in accordance with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012, including:

- a) giving a true and fair view of the registered entity's financial position as at 30 June 2021 and of its financial performance for the year ended; and
- b) complying with Australian Accounting Standards to the extent described in Note 1, and division 60 the Australian Charities and Not-for-profits Commission Regulation 2013. basis for opinion.

### Basis for opinion

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 registered entity in accordance with the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to 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 opinion.

### Committee's Responsibility for the Financial Report

The committee of the YACAH, are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the



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financial report is appropriate to meet the requirements of the Australian Charities & Not for Profits Commission Act 2012. The committee's responsibility also includes such internal control as to determine the committee necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the YACAH, ability to continue as a going concern, disclosing, as applicable, matters relating to Going concern and using the going concern basis of accounting unless the responsible entities either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

### **Auditor's Responsibility for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entities.
- Conclude on the appropriateness of responsible entities' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern.





If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



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Charles M Pitt  
**C M PITT & CO**  
CHARTERED ACCOUNTANTS

ICAA Membership No. 20190  
Registered Company Auditor No. 2944  
Unit 6 & 7, 2 Philip Street Strathfield

Dated: 2 September 2021



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Your smile is your Logo  
Your personality is your Business Card  
How you leave others feeling  
After having an experience with you  
Becomes your Trademark  
Your Aged Care at Home