



Families-Relationships-Culture-Community-Spirituality



Annual Report 2017/18

St Basil's Aged Care Services (WA) | ABN 84917808119

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About St Basil's

St Basil's has been delivering community aged care in Perth, Western Australia, for over 20 years. We are a not-for-profit organisation formed under the Greek Orthodox Archdiocese of Australia.

As a boutique provider offering highly individualized support to older people from all cultural backgrounds and faiths we have a special focus on supporting people from diverse cultures.

Services

In 2017/18 we provided 20,000 hours of home care package support to over 70 people from a range of cultural groups, including people born in Australia:

Austria	Egypt	England	Germany
Greece	Hungary	Iraq	Macedonia
Romania	Russia	Serbia	Somalia

St Basil's established its in-home and centre based day respite service during the year – in total we provided 2,414 hours of in home respite and 2,160 hours of centre based respite thus meeting over 85% of our contracted hours in the first year of operation.

Staff

We employ approximately 40 staff who represent an equally diverse cultures and language:

Bhutan	Egypt
Ethiopia	Greece
Indonesia	Italy
Kenya	Macedonia
Romania	Somalia
Thailand	Zambia



Specialist CaLD provider

St Basil's staff attended almost 500 hours of training to support their delivery of individualised quality services, including direct care and case management.

Our History, Mission & Values

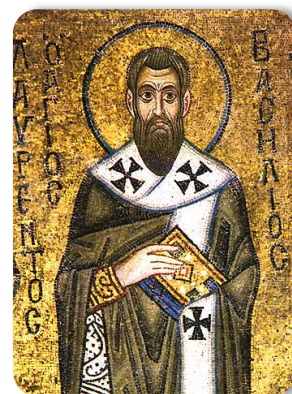
History

St Basil's is a not for profit organisation that has been providing Home Care Packages since 1997.

Our Patron, Saint Basil, was the Archbishop of the ancient Roman capital city of Palestine dating back to 370 AD.

Although born into a wealthy family Saint Basil abandoned a life of privilege and gave away his personal inheritance to benefit the poor.

Saint Basil preached and practiced charity, establishing and supporting various philanthropic and welfare organisations that comforted and cared for the sick, needy and the elderly.



*Icon of St Basil the Great
St Sophia Cathedral, Kiev*

History also records his stance on issues of social justice, poverty and prejudice, including his building of a large complex that provided a hospital, hospice, and accommodation for the poor – the complex at that time was compared to one of the wonders of the world.

The teaching of Saint Basil is reflected in the work of modern day St Basil's, thus continuing a tradition with a history of more than 1600 years.

Mission

- To model the work of our patron, Saint Basil, by treating others as ourselves; and
- To actively contribute to making the world a better place for all people by focusing our services on the core qualities of:
 - Family
 - Relationship
 - Culture
 - Community
 - Spirituality

Values

Our values are incorporated into all aspects of our services - from the types of people we recruit into our team to the expectations we have of our staff and the way we treat our clients and each other.

Respect

- Based on the principle that we are all created in God's likeness
- The value of Respect requires us to treat others with:
 - Courtesy
 - Dignity
 - Fairness

Empathy

- Based on the Commandment to treat others as ourselves
- The value of Empathy requires us to:

- Place ourselves in the shoes of the other person
- Offer our clients and families hope in the face of the challenges of ageing & disability
- Create a culture of warmth and welcome in the way we relate to our clients and other stakeholders



A culture of warmth & acceptance

Integrity

- Based on the virtue of honesty and committing to doing what is right
- The value of Integrity requires us to:
 - Follow the right way, including meeting quality standards
 - Provide our clients with the best possible service
 - Acknowledge our responsibility to learn, improve & grow

Acceptance

- Based on the principle that we are all equal in God's sight
- The value of Acceptance requires us to:
 - Welcome others into our service as we would like to be welcomed
 - Treat others with positive regard
 - Be inclusive of all people regardless of social, physical, spiritual or political diversity & difference

Chairman's Report

"The past 12 months have seen significant progress towards the construction of St Basil's new administration premises and adult day respite centre."

Having spent almost 20 years occupying the old Federation house at 390 Charles St North Perth, St Basil's has made significant progress towards the construction of new premises including an adult day centre. With the generous support of Lotterywest, St Basil's received approval from the City of Stirling to commence redevelopment of land adjacent to the Greek Orthodox Church of St Nektarios in Dianella.

Whilst this development will provide modern office, meeting and training facilities for St Basil's staff it will also allow St Basil's to fulfill a long-held vision of providing respite to families in support of their care of aged family members.



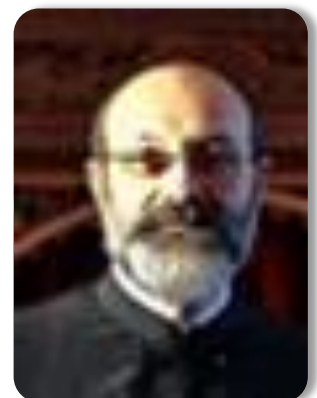
de **Project site: 22 Dianella Drive, Dianella**

A key aspect of St Basil's ethos is to support people to stay living at home for as long as possible – we recognise strongly the emotional and spiritual significance that home carries for people, especially when life is challenging. Being able to offer genuine, practical support to the families of our clients is central to this

Research tells us that dementia is frequently the reason for elderly people transitioning to residential care. The design and service model of our day centre is aimed at specifically addressing this issue – to this end St Basil's engaged the support of dementia specialists to work with the architect in designing the respite centre.

The Board of St Basil's will work closely with the architectural and building teams in realizing this important milestone of achieving the vision of supporting people to live independent, culturally fulfilling lives within their family groups and community.

Fr Emmanuel Stamatiou
Board Chairman



Chief Executive Officer's Report

Growing and refining our service offering

Over the past 12 months we have introduced two new funding activities through the Commonwealth Home Support Program to provide respite opportunities for family carers.

- In-home respite is enabling families to take some time for themselves, recharge, and refresh – we recognise the demands and rewards of caring and this program is really enabling family carers to maintain their role with confidence & enjoyment.
- Centre based day respite is providing clients with new opportunities to reconnect with the community, make new friends, and have a bit of fun. Until construction of our day centre is complete (late 2019/early 2020) we have been using a range of venues to hold the service.

St Basil's was also successful in its application to obtain registration as a provider of services to people with disability under the National Disability Insurance Scheme. This is a major change in strategic direction for St Basil's, and one where the organisation keenly awaits its first consumers.

During the year we made the strategic decision to close two programs. The first was the Plateia program which St Basil's had supported independently for several years after the Government ceased the funding. Fortunately, numbers had reduced and some of the program's participants became eligible for other programs which has enabled them to remain part of the St Basil's community.



***Final Plateia event – Christmas lunch
in the grounds of St Basil's***

Volunteers and care recipients of the Community Visitor's Scheme (CVS) were transferred to Umbrella Multicultural Services, another CaLD provider of the CVS program. This has proved to be a successful transition for both volunteers and care recipients.

Person and family centred services

St Basil's Mission and Values are closely aligned with the philosophy of person centred care; in fact, we extend that philosophy to fit it within both family and community centred care.

Our approach to support clients within the context of their everyday lives acknowledges that no person is an island and that every client has a unique familial and social context – and that these contexts are significant in both shaping and supporting them.

Client feedback surveys reinforce this view by commenting on the importance of being supported to live their lives their way. Families also tell us of the reassurance they feel in knowing that the person can maintain their natural routines and rituals in the same way they have done in the past. We believe that this is the hallmark of St Basil's services.

Supporting cultural communities

Although St Basil's offers services to people from all cultures, we have retained a specific focus on supporting minority cultures for whom access to services within their own communities is not yet available. We see an important role for our services for these groups of older people.

This year we have increased our linkages to include communities as diverse as Hungary, Bhutan, Somalia, Kenya and Zambia. These are important connections for future client referrals in enabling us to support our promotion of family, relationships, community, culture & spirituality.



Lefki & Stan Kailis & Stephanie Meagher - Castellorizian Association

We also acknowledge the support of the Community of Evangelismos and the Castellorizian Association – both organisations provided practical support as we established suitable venues for our newly formed day respite centre.

Improving organisational infrastructure

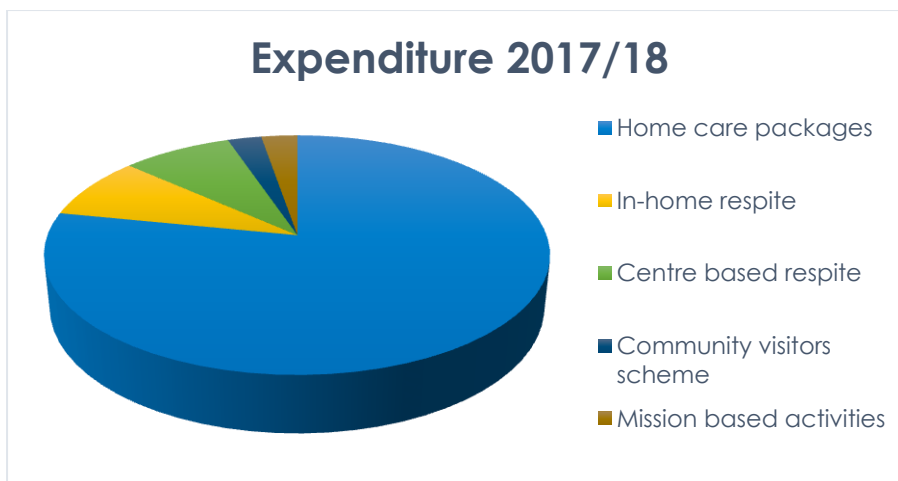
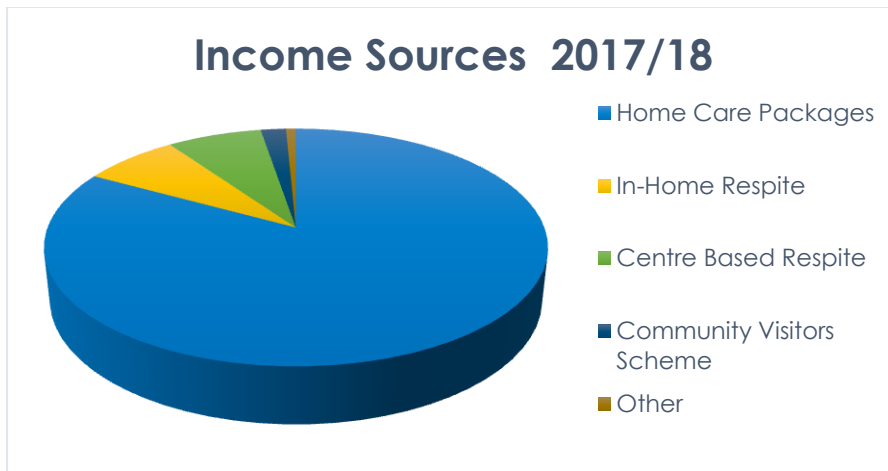
The Board and management team have continued with the ambitious change management program we commenced in mid-2016. This has included ongoing refinements to our financial management systems and reporting; improvements to administrative processes; ongoing policy audits and reviews; a major project on client assessment, care planning and goal setting; and extensive staff training in the areas of re-ablement and wellness.

Our successful registration as a provider of disability services will provides us with opportunities to further improve our management and governance processes and is expected to become the catalyst for further change and learning.



**Dr. Anthea McGuigan
Chief Executive Officer**

Financial Overview 2017/18



Detailed financial information is available at:
[The Australian Charities and Not-for-Profit Commission](#)