



*Families-Relationships-Culture-Community-Spirituality*



Annual Report 2018/19

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

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## Table of Contents

<b>About St Basil's</b>	<b>3</b>
<b>Our History, Mission &amp; Values</b>	<b>4</b>
<b>Chairman's Report</b>	<b>6</b>
<b>Chief Executive Officer's Report</b>	<b>7</b>
<b>Financial Report</b>	<b>9</b>

## 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 and people with disability, we focus on building enduring relationships with our clients and their families.

## Services

In 2018/19 we provided over 30,000 hours of services to clients under our home care package, in-home respite, day centre and disability support programs. Our clients come from diverse cultural & linguistic backgrounds and are actively supported to maintain these cultural ties and expressions of their personal identity.

St Basil's has provided the following services:

### Home Care Packages

- Levels 1-4

### Commonwealth Home Support Respite Services

- In-home Respite
- Centre Based Day Respite

### National Disability Insurance Scheme

- Services to people over the age of 18years, with special focus on older people with disability

## Staff & Volunteers

St Basil's employs staff from diverse cultures and language groups which makes for dynamic interactions within the workplace. Our policy is to recruit only those staff who have Certificate 3 in aged or disability support, and who exhibit a genuine interest in working with people with disability or who are aged. Our volunteers are also required to demonstrate an authentic affinity with older people and are all provided with formal orientation prior to commencement in the Day Centre.

## Our History, Mission & Values

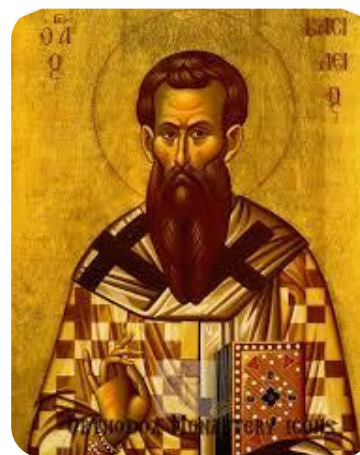
### History

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*

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

*"St Basil's does not discriminate on the grounds of faith, language or culture; it welcomes all people."*

The past twelve months have brought many changes to St Basil's - through its services and through changes to the Greek Orthodox Archdiocese, St Basil's auspicing body.

### *Appointment of His Eminence Archbishop Makarios*

In March 2019, His Eminence Archbishop Stylianos passed away after committing 44 years to the Greek Orthodox faith in Australia. Archbishop Stylianos had supported the development and growth of St Basil's since its inception in 1997.

Later this year, we were privileged to welcome our newly appointed Archbishop, His Eminence Archbishop Makarios, to Western Australia.

His Eminence held a special meeting with meet with the Board of St Basil's, and endorsed our work in supporting aged and disabled people. His Eminence reminded us that St Basil's, as a service within the Orthodox faith, does not discriminate on the grounds of faith, language or culture; and that our message is to welcome all people. St Basil's, His Eminence said, "is for all people".



**His Eminence  
Archbishop Makarios**

### *Construction of St Basil's Administration & Day Care Centre*

After many years of planning, St Basil's launched a tender to secure a contractor to commence building St Basil's Administration and Day Centre Complex in Dianella Drive, Dianella (adjacent to eh Church of St Nektarios).



Construction commenced in June 2019 and is on target to complete work by February 2020.

St Basil's was fortunate to receive a grant from Lotterywest which has supporting St Basil's to implement dementia enabling principles in the design of both the interior and outdoor areas of the Day Centre.

**Fr Emmanuel Stamatiou  
Board Chairman**

## Chief Executive Officer's Report

### Strategic Goal 1: Growing and refining our service offering

St Basil's primary service offering, Home Care Packages, continues to provide support to older people wishing to maintain their independence and remain living at home. Our model of personalized care planning coupled with partnering with clients and families has enabled many older people to realise their goal of continuing to be part of their community.

Over the past 12 months, St Basil's has continued to extend its respite services to support family carers. Both the In-Home and Centre Based Respite programs have met their contractual targets, with waitlists for In-Home respite in the Metro North region; and waitlists for both Metro North and East regions for the Centre Based Day Respite.

In November 2018, we welcomed our first disability client. This is an important change in direction for St Basil's, and one that is strongly supported by the Board and Archdiocese. Our personalized approach to services in which we provide a dedicated team of support workers to each client has received positive endorsement by the clients and families.

Early in 2019 St Basil's undertook its first quality audit under the National Disability Support Standards. The organisation is proud to announce that all Standards were met, with no required actions. A copy of the report is available on our Disability Support website: [www.stbasilsdisabilitysupport.org.au](http://www.stbasilsdisabilitysupport.org.au)

### Strategic Goal 2: Person and family centred services

St Basil's service approach is strongly shaped by focusing on 5 key qualities of life: family, relationships, community, culture & spirituality. Our services continue to focus on building relationships; and engaging personally with clients and families. Despite and almost doubling in client numbers over the past 12 months, St Basil's continues to conduct all assessment and client conferences via face to face engagement.

Transition to the new Aged Care Quality Standards has further reinforced our specific approach to person-centred care. Partnering with organisations such as Care Partnerships Australia and Meaningful Ageing Australia have provided direct access to evidence based resources and advice that further enhances our approach.



### Strategic goal 3: Supporting cultural communities

St Basil's supports clients from a range of cultural communities; and maintains networks with these communities to ensure culturally appropriate care is provided.

The day respite centre offers culturally specific activities and outings to promote ongoing cultural connections. These experiences are especially valued by those clients who for a variety of reasons may have become culturally isolated. The day centre has become extremely popular with a waitlist for attendance.

A major feature of the capital works project is the opportunity to expand day centre activities to incorporate wellness opportunities within an environment designed to support clients and staff in the care of people with dementia.

In the lead up to completion of our new day centre, we acknowledge the generous support of the Community of Evangelismos and the Castellorizian Association whilst awaiting completion of the new administration and day centre complex.

### Strategic Goal 4: Improving organisational infrastructure

Introduction of the new Aged Care Quality Standards provided an opportunity to conduct a major review of all governance, quality & operational processes for service delivery, management and Board processes. The review has enabled St Basil's to further enhance the change management process which commenced in 2016. All systems have undergone internal audit using self-assessment tools, client and staff survey feedback, and resources provided by the Aged Care Quality & Safety Commission.

The change to the new Aged Care Quality Standards has also meant that all staff were required to understand and work within the new standards. All staff participated in training in the new standards, shaped by St Basil's strong emphasis on person-centred care.

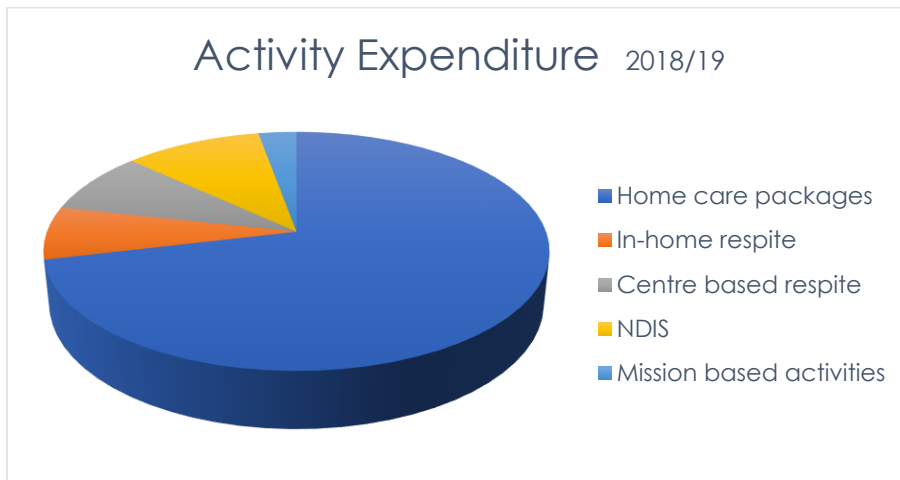
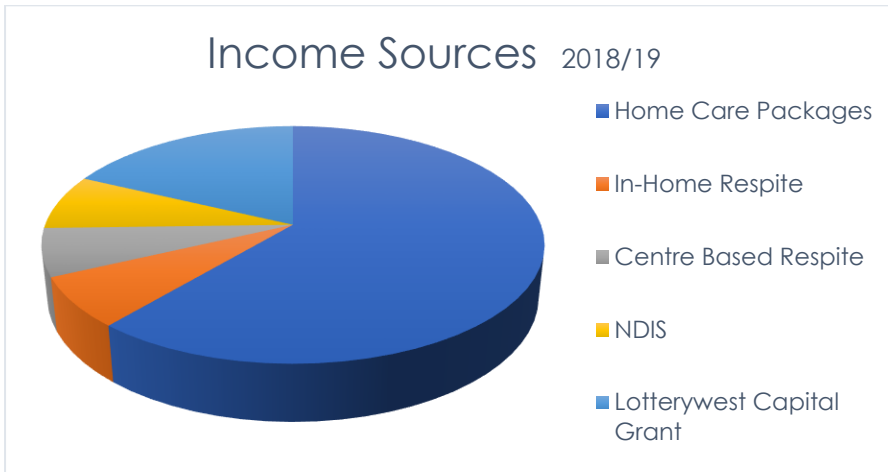
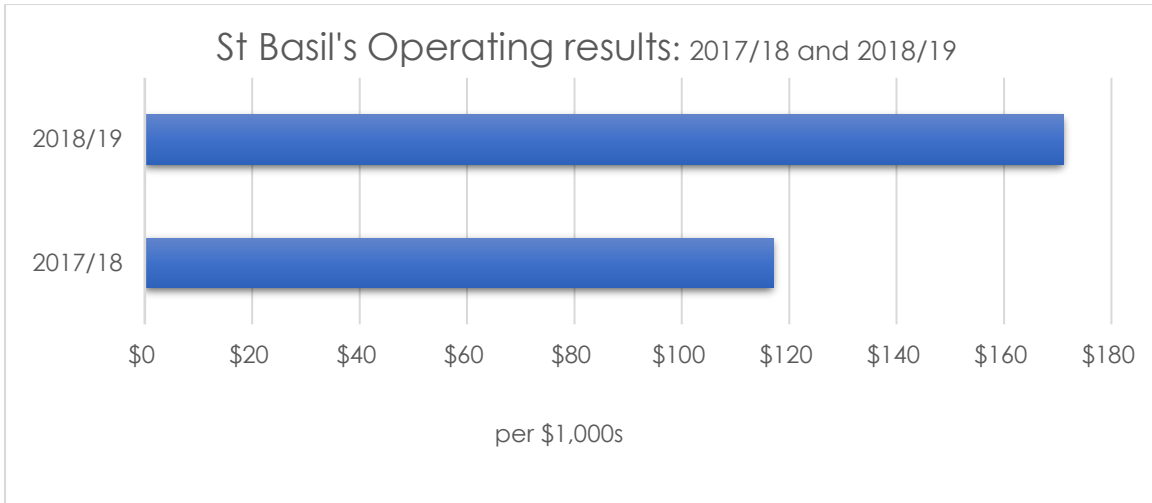
**Dr. Anthea McGuigan**  
**Chief Executive Officer**





## Financial Overview 2018/19

Operating Result, Income & Expenditure from Aged, Disability & Mission service activities



Detailed financial information is available at:  
[The Australian Charities and Not-for-Profit Commission](http://www.aacnfp.com.au)