



Families-Relationships-Culture-Community-Spirituality



Annual Report 2019/20

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

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Table of Contents

About St Basil's	3
Our History, Mission & Values	4
Chairman's Report	6
Chief Executive Officer's Report	7
Financial Report	9

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 20 19/20 we provided almost 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

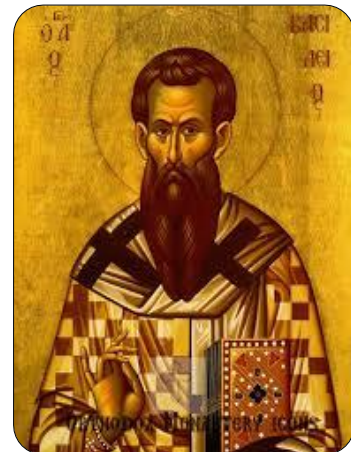
History

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.”

Appointment of His Grace Bishop Elpidios



**His Grace
Bishop Elpidios**

In January 2020 we celebrated the ordination of Bishop Elpidios.

Bishop Elpidios, in his previous role as parish priest of St Constantine and Helen in Northbridge, has been a long-standing supporter of St Basil's work and is well known to many of St Basil's clients, families and staff.

Bishop Elpidios will be co-located with St Basil's management team in the new administrative complex at Dianella.

Construction of St Basil's Administration & Day Care Centre

Construction of St Basil's Administration and Day Centre was commenced and completed this financial year – this was a major achievement for our organisation.

We were very pleased to learn that the builder, Crothers Construction, has received the Master Builder's Association Award for Best Aged Care Building (\$1.5m - \$5m category) as described below in the MBA Award Magazine:

... The new building provides significant office space for administration staff and visitors, employee training facilities, ultramodern commercial kitchen and dining facilities, plus a purpose-built day care facility. Completion of this new complex will enable users to stay in their homes longer, rather than moving into full time residential aged care.

We also acknowledge the generous grant of funding from Lotterywest to assist St Basil's in this significant project.

Coronavirus Epidemic

It was with great sadness that we witnessed the terrible impact of the COVID19 virus on the lives of so many people around the world, and especially the elderly with whom we have an such a close affiliation. We feel blessed to be living here in Western Australia where the impact has been minimal.

I acknowledge the staff of St Basil's who have worked hard in preparing for a possible outbreak by undertaking extensive training, policy development, communication, and ensuring the organisation is well supplied with personal protective equipment.



**Fr Emmanuel Stamatios
Board Chairman**

Chief Executive Officer's Report

Strategic Goal 1: Growing and refining our service offering

The Coronavirus outbreak, whilst forcing the closure of our Day Respite Centre, also brought about an opportunity to review how services could be modified to meet our clients' needs and maintain client, family and staff safety.

To this end, the management team developed a model of telephone support for day centre clients to ensure that their needs for social engagement were continued. The service involved conversations of 30-60minute duration, and where necessary the staff member spoke the same language as the client. Other client supports involved translated fact sheets, non-contact services such as shopping, gardening and housework were all maintained.

Strategic Goal 2: Person and family centred services

St Basil's engaged Care partnerships Australia to assist in developing a culturally specific model for clients living with dementia. Based on seven domains of human experience, the program incorporates activities and experiences that support clients to remain connected to their social, psychological, spiritual, cultural, vocational, recreational and physical identity. As a provider of culturally specific services we are able to modify these domains to reflect different cultural backgrounds.

Strategic goal 3: Supporting cultural communities

Where possible, St Basil's rosters staff whose cultural background and values align with the clients'. We recognise the importance of culture in maintaining a person's sense of identity and place in the family, community and world.

All our client assessments are done face-to-face and have a strong cultural emphasis to enable clients to be supported to maintain their connection with community. Our staff are experienced in working with people from diverse cultures, especially as many of them have their origins in cultures other than Australia.

Strategic Goal 4: Improving organisational infrastructure

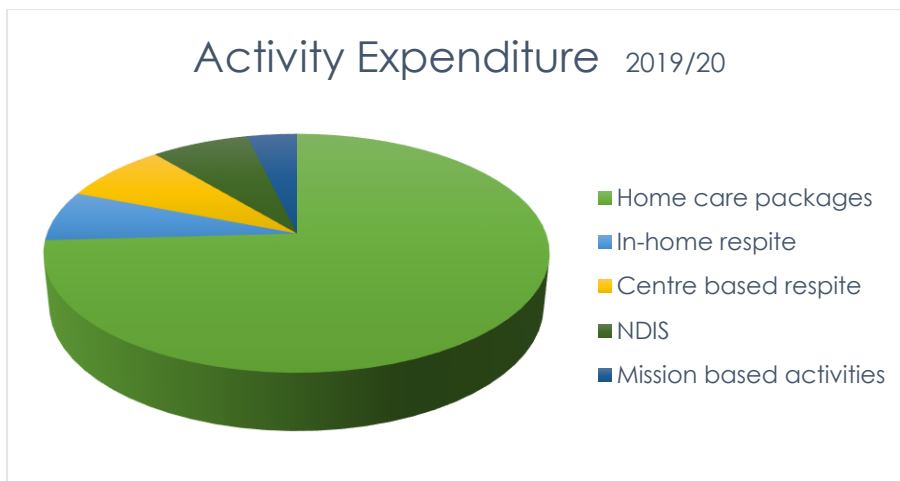
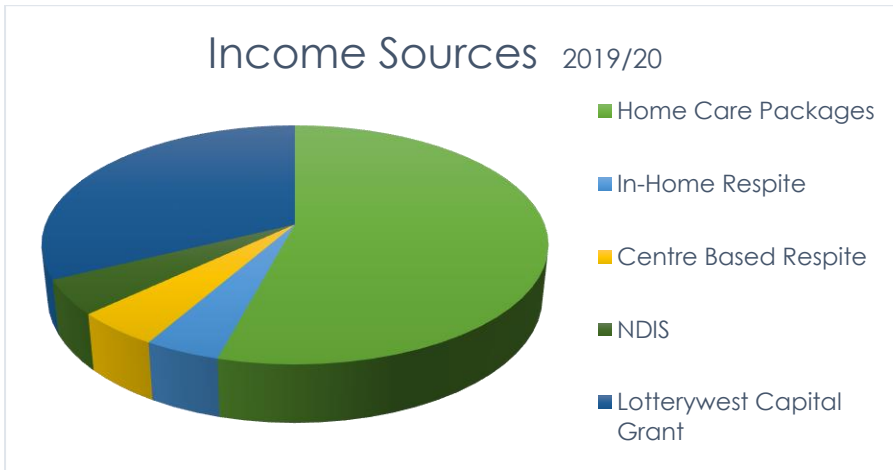
The experience of working remotely during the COVID lockdown period provided opportunities to improve our procurement systems. This has led to a range of new procedures as well as the creation of a new position to enhance consistency of processes as well as customer service for purchases on behalf of our Home Care clients.



Dr. Anthea McGuigan
Chief Executive Officer

Financial Overview 2019/20

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



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