About Feros Care

Who Are We?

Feros Care is a community owned, not-for-profit organisation that delivers high quality and creative aged and community care solutions for clients and carers living from Port Macquarie, NSW to Bundaberg, QLD.

Feros Care began operations in 1989 with a low-care residential village in Byron Bay. Twelve years ago Feros Care expanded with another village in Bangalow providing high-care and a new CACPS service that supported a combined total of 125 clients in the Byron Shire.

In 2003, Feros Care set its sights on a growth path with a vision to become a preferred regional provider. Along with expanding the range of Feros Care services, the company has taken advantage of contemporary technologies to streamline access to services and maximise care outcomes for clients.

In 2009 - 2010 Feros Care is one of the fastest growing providers in Northern New South Wales and South East Queensland. Community care services provided by Feros Care have increased by 10 fold in regard to clients supported and diversified to include 17 different programs types including assistive technology packages, allied health services and private services.

Feros Care current supports over 1,000 clients living in 17 Local Government Areas. A dedicated team of over 330 workers in the areas of administration, housekeeping, catering, maintenance, lawn mowing, personal care, nursing and allied health make a difference in the lives of clients everyday.

Our Vision

To be acknowledged as an industry leader focussed on providing innovative community, lifestyle and aged care solutions.
Our Mission Statement

To assist older people to live their life, their way, by:

- partnering with individuals to provide meaningful service options that accommodate life-style aspirations;
- applying innovative thinking to create new opportunities to meet changing needs, expectations and challenges;
- supporting a workplace culture of mutual respect, meaningful care, fun and learning; and
- ensuring responsible governance, sustainability and business excellence.

Our Core Values

**Everyone Matters:** Everyone belongs and is an essential part of the Feros community.

**Life Long Learning:** We are all on a continuous journey of personal growth.

**Positive Energy:** Our living environment is filled with energy, laughter and purpose

**Service Excellence:** Always striving to be the best we can and surpass expectation.

**Innovative Thinking:** Thinking outside the square to inspire new ideas for excellence.

**Absolute Integrity:** United in our commitment to professionalism and accountability.

Our Care Principles

**Preserving Dignity:** The life experiences of every client are valued and deserve respect.

**Promoting Healthy Ageing:** Focus on ageing as a positive experience involving the mind, body and spirit.

**Empowering Lifestyle Choices:** Empowering clients to live the way they want by offering service choices.

**Encouraging Independence:** Client rights to self-reliance are encouraged by whatever means possible.

**Involving Family and Friends:** Involvement of extended family and close friends at every opportunity.

**Community Citizenship:** Clients are encouraged to remain active participants in their community.
Feros Care maintains a reputation as a reliable, flexible and compassionate aged and community care provider with a proven track record for quality and positive client outcomes. Feros Care is committed to promoting the status of frail and older Australians and their carers by actively supporting lifestyle choice, advocacy and independence rights and focusing on personal wellbeing.

Feros Care was recognised by a number of industry bodies for excellence, quality and innovation in service delivery. These achievements continue to be the product of many years of hard work and commitment and mark the beginning of a journey to lift standards and possibilities within the aged and community care industry.

2009 FINALIST
Minister’s Awards for Excellence – Innovation in Information Technology – Highly Commended

2008 WINNER
Aged Care Association Australia – Best Renovated Aged Care Facility – Feros Village Bangalow

2008 WINNER
Aged Care Association Australia – Excellence in Management Award – Jennene Buckley

2008 FINALIST
Aged Care Association Australia – Information Technology Award - Community Gateway

2008 WINNER
Not-For-Profit Network - Organisation of the Year – Feros Care

2008 WINNER
Not-For-Profit Network - Project of the Year - Northern Rivers Primary Palliative Care Project

2008 FINALIST
Not-For-Profit Network - CEO of the Year – Jennene Buckley

2008 FINALIST
Not-For-Profit Network - Team Member of the Year – Robyn Schneider

2008 WINNER
Aged and Community Services Australia Awards for Excellence in Technology - Community Gateway

2008 WINNER
Information Technology in Aged Care (ITAC) Awards - Community Gateway

2008 WINNER
Aged And Community Services (NSW & ACT) Technology Award - Community Gateway

2008 FINALIST
Tweed Business Excellence Awards – Professional Services

2007 FINALIST
Not-For-Profit Network – Organisation of the Year – Feros Care

2007 FINALIST
Aged Care Association Australia – Residential Care Award for Excellence – Feros Village Byron Bay – Highly Commended

2006 WINNER
Aged Care Association of Australia Excellence in Management Award

Throughout 2009 - 2010 these initiatives were consolidated and embedded in Feros Care daily practice. This practice is consistent and in line with the review of our vision and mission in striving to be innovative and creative to ensure we provide the very best comprehensive and quality service possible to our clients and carers.
Organisational Snapshot

Number of Clients Serviced: 1857
Number of Staff: (including brokerage): 330
Active Volunteers: – 50
Net Income: $ 13.7 million
Net Assets: $ 18.8 million
Geographic Coverage: Bundaberg, Queensland to Port Macquarie, New South Wales.

Accreditation Status:
Aged Care Accreditation Standards (2009–2012)
Department of Health and Ageing - Quality Reporting: EACH/CACPS/NRCP Audit (2008/9, NSW and QLD)
NSW Department of Ageing, Disability and Home Care - Integrated Monitoring Framework: (2008, NSW)
Department of Veterans’ Affairs – Risk Management Cycle: Veterans’ Home Care programs (2008, 2010 NSW and QLD)
Accreditation Ready: Veterans’ Community Nursing

Australian Company Number:
104 452 271

Australian Business Number:
50 104 452 271

Registered Fundraising Charity Number:
CFN 10742

Business Centre:
Shop 212, Level 2, Showcase on the Beach, 72-80 Marine Parade, Coolangatta, Queensland

Registered Office:
Cnr Marvel and Cowper Streets, Byron Bay, New South Wales

Auditors: Thomas Noble & Russell, Chartered Accountants, Lismore

Bankers: National Australia Bank, Ballina

Solicitors: Stone & Partners, Byron Bay and Australlegal, Surry Hills

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2010 Annual General Meeting
This Annual Report has been prepared for Feros Care members, clients, staff, volunteers and interested members of the community. It will be presented at the Feros Care Annual General Meeting to be held at Byron Bay Services Club on Wednesday 3rd November, 2010.
Feros Care Limited had its genesis in the simple aspiration of the late George Feros. George was an iconic Greek immigrant who felt inspired to devote the last years of his life to fundraising for a nursing home in Byron Bay.

George wanted to build a home in Byron Bay, initially for his ageing parents, and spent 20 years personally raising funds to make his wish come true. In 1976, George inspired a small group of local people to establish a committee that has over the years evolved into the Feros Care Board of Directors.

Thanks to the tireless dedication of this committee, the generous support of the local community and Australian Governments, Feros Care now operates residential aged care facilities in Byron Bay and Bangalow and an ever expanding range of community care, assistive technology and respite services, throughout NSW and Queensland.

In 2007 to mark the 25th anniversary of creation of Feros Care, George Feros’ vision and compassion was documented in a book by Sue Vader titled The History of Feros Care. A copy of this book is available from our Business Centre.
Community Owned and Operated
Feros Care is a community owned non-profit company. We are what we are today due to the communities we serve and we continue to focus on community engagement, development and participation.

Feros Care benefits from the generosity of the community through membership, volunteerism, financial support and participation in our governing board.

Client-Centred Care and Service Planning
Our goal is to help clients realise their own lifestyle aspirations. Every care or service plan is unique and designed by a highly skilled Feros Care Manager in consultation with the client, their loved-ones and health providers. These plans are client driven and dynamic to adjust to the changing needs and circumstances of clients to assist older people to live their life, their way.

Meaningful Nurturing Care
In order for care to be successful it must be meaningful and recognise that there is more to a person than their age or medical diagnosis.

Clients, staff and volunteer relationships are built on trust, respect and life long learning. Staff and volunteers live and work in the communities they serve and are linked to clients according to their shared experiences.

Eden in Residence and Home
The Feros philosophy of care seeks to combat the three plagues of ageing - loneliness, helplessness and boredom. This is the Eden Alternative. We are ‘edenizing’ Feros Care by promoting a culture of healthy ageing, positive mental health, inclusion and physical fitness.

Our focus is on ability and reablement not disability and recognising the importance of maintaining independence, social and community connectiveness.

Solutions for Seniors
The Feros Care Community Gateway is a one-stop-shop answer to everyone’s aged and community care needs. Our award winning Gateway is a 24/7 central contact and referral centre capable of navigating clients and referrers through industry complexities and offering solutions from our expanding service program range.
Seven Star Care and Hospitality
Feros care staff are highly trained and devoted to caring for seniors needs with dignity and respect. Our staff undergo a comprehensive orientation program, complete mandatory training competencies and participate in ongoing education calendars. Career and leadership opportunities are the cornerstone of our Seven Star Staff Development Program.

Service Excellence
Feros Care villages have attained thirteen consecutive years of Aged Care Standards Agency accreditation. Our services have achieved community and nursing care quality reporting standards. Our values driven culture empowers our continuous improvement.

We are moving towards certification to ISO 9001 and recognition under the Australian Business Excellence Framework.

Enthusiasm and Energy
Everyone matters in the Feros community and everyone has the capacity to learn and have fun. This attitude flows through to our clients and has transformed working environments into living habitats. Staff come to work ready to engage and contribute to improving the wellbeing of clients and themselves.

Vision and Innovation
Feros Care continually looks to the future to anticipate client needs with determination and purpose to assist clients to live life to the fullest. We are focused on expanding care options and improving the mechanisms by which we deliver our services. Our home-grown Applauding Innovations Program drives many of our new initiatives.

Technology Savvy
Feros Care believes that clients and the industry can benefit from utilising existing and emerging assistive technologies to deliver efficient and effective services. Our web-based systems for communication, data, administration and quality management ensure fast and reliable information exchange designed to maximise responsiveness and direct service delivery.
Residential Care

Feros Village Byron Bay, NSW
Feros Village Bangalow, NSW

Feros Care provides residential aged care to those seniors who are not able to remain living in their own homes or with loved-ones due to their need for greater assistance with daily living (low or hostel-type care) or 24 hour nursing care (high or nursing home level care). Our residential villages aim to provide a safe, secure and supportive environment that promotes lifestyle choices, independence and dignity.

Feros Care Village Byron Bay is a low care facility with 40 beds and Feros Village Bangalow has 64 high care beds capable of supporting residents living with dementia and an exclusive 16 bed extra services cottage. Both villages offer resort-style comfort and are located in vibrant sea-and tree-change communities. Bangalow village has been beautifully expanded and refurbished to emphasis resort style community living and was awarded the 2008 Best Renovated Aged Care Facility by the Aged Care Association of Australia.

The Extra Services Cottage at Feros Village Bangalow is a private, unique and beautiful sanctuary offering high quality aged care, superior comfort and extra choice not available anywhere else in the Far North Coast. Cottage residents are surrounded by first class décor and furnishings and can access an exclusive range of care options, therapies, food and beverages and supported lifestyle pursuits not available to residents in the standard village community.

Feros Village Byron Bay and Bangalow have had successful Standards Agency spot-checks during the year and achieved full accreditation status for three years by the Residential Aged Care Standards and Accreditation Agency to 2012.

During 2009-2010, Feros Village Byron Bay and Bangalow accommodated 195 permanent and respite residents cared for by 99 experienced residential care staff. A total of 26,064 nights of high care, 7,579 low care and 1,523 respite care were provided this financial year. Residents from across the State and Queensland border are welcome in our villages. The majority are from the Byron Shire but others have joined our community from Melbourne and Sydney.

“for one who has lived alone & reliant on family & friends, I have found Feros to be everything one desires for a comfortable & caring existence”
Our Services

Respite Care

Caring for an ageing loved-one that requires assistance with daily living can be a rewarding experience, but it can also be very demanding. Respite Care provides family and carers with a well deserved break.

Respite gives a carer a chance to catch up with tasks associated with running a household, cope with the responsibilities of paid employment, studying and volunteering. More often, respite provides valuable free time to recover from the demands of caring. For the loved-one at the centre of care, respite offers a chance to be with others, gain additional life experiences, participate in the community and sometimes have a much needed break from the carer too.

Respite works best when it improves the quality of life of both the carer and their ageing loved-one.

Respite has been shown to reduce stress levels in carers, enhance quality of life and can contribute significantly to a carers ability to continue providing the support their loved-one needs to live in the community.

Feros Care offers a range of respite options, available on an hourly, day night or even weekly basis, that can be designed to meet the unique needs of carers and their loved-ones. In 2009-2010, our respite services included:

Residential Respite

**Feros Village Byron Bay, NSW**
**Feros Village Bangalow, NSW**

Residential respite is designed for carers who need overnight or short-term respite. Feros Village Byron Bay and Bangalow each have two respite beds capable of supporting low and high care needs. Feros Care works closely with the Commonwealth Carers Respite Centres to ensure equitable access to these beds. During 2009-2010, these beds provided 1,523 days of respite to clients as far away as Sydney.

Day Respite Centre

**Byron Shire and Surrounds, NSW**

Our Day Respite Centre provides day-time relief for working carers every Monday at Feros Village Byron Bay. This special service offers opportunities for participants to be involved in daily activities of the village including health, wellbeing and social activities. Transport assistance is available. This service currently supports 9 clients and is funded under the National Respite for Carers Program.

In-Home Respite

**Ballina, Byron and Tweed Shires, NSW**

In-home respite involves a qualified Feros care worker assisting a senior in their own home who has the support of a carer. Our service provides working carers with up to five hours per week of respite to support them in maintaining their important caring role. In 2009-2010, this National Respite for Carers Program subsidised service assisted over 36 families with planned and emergency in-home respite.
Our Services

At Home Care

Feros at home care (also known as community care) includes a full range of domestic, personal, nursing, wellness and lifestyle services that aim to support ageing loved-ones with disabilities and daily living restrictions or challenges to remain living independently in their own home for as long as possible.

Our experienced and resourceful Care Managers work with clients and their carers, loved-ones and health care providers to design tailored Care/Service Delivery Plans that identify and seek to fulfil individual lifestyle wishes. Clients can choose from a full range of Feros at home services that can be combined to create a comprehensive package of care and services or used to complement existing support structures available to the client.

Our at home services assisted many people with different needs and aspirations in 2009-2010:

Feros Care – Private Services

Port Macquarie, Coffs Harbour, Clarence Valley, Richmond Valley, Ballina, Byron, Lismore, Kyogle, Richmond Valley and Tweed Shires, NSW

Gold Coast, Brisbane, Moreton Bay, Sunshine Coast, Gympie, Fraser Coast and Bundaberg, QLD.

Feros Care’s Private Services provide a fully flexible alternative for those in need of at home care and who cannot obtain immediate support from subsidised Government programs. Care and service plans can be designed to meet almost any need and there are no waiting lists or restrictions on service type or frequency.

Community Aged Care Packages (CACPS)

Ballina and Byron Shires and Tweed Shires, NSW
Gold Coast, Brisbane, Moreton Bay, Sunshine Coast, Gympie, Fraser Coast and Bundaberg QLD

CACPS provide an at home care alternative for people whose dependency and complex care needs would normally qualify them for entry into a low care residential home. This service is subsided by the Commonwealth Government and all applicants must be assessed by an Aged Care Assessment Team. In 2009-2010, Feros supported a total of 263 CACPS clients across the targeted service shires.

Extended Aged Care in the Home (EACH)

Ballina, Byron and Tweed Shires, NSW
Gold Coast, Brisbane, Sunshine Coast, Gympie, Fraser Coast and Bundaberg, QLD.

EACH packages provide an alternative for people whose dependency and complex care needs would normally qualify them for entry into a high care residential home. To be eligible for this service, clients must be approved by an Aged Care Assessment Team. The service includes nursing support and is subsided by the Commonwealth Government. Feros Care launched EACH services in 2007-2008 and in 2009 – 2010 Feros Care assisted 99 clients across nine shires.

“They are very good at responding when circumstances change & meet our every need” – “I couldn’t cope without your service”
Our Services

At Home Care

Extended Aged Care in the Home – Dementia (EACHD)

Ballina, Byron Shire and Tweed Shires, NSW
Gold Coast, Brisbane, West Moreton, Sunshine Coast and Gympie Shires, QLD

EACHD packages are specialised packages for clients with high and complex care needs that would qualify them for high care residential accommodation or EACH services and are living with dementia. Care Managers work closely with clients and a team of multi-disciplinary health care providers to design unique dementia awareness strategies to support clients at home. In 2006-2007, Feros Care launched EACHD services and in the 2009-2010 financial year assisted 60 clients across 8 shires in NSW and Queensland.

Home and Community Care (HACC)

Personal Care – Byron, Clarence Valley and Tweed Shire, NSW
Domestic Care – Ballina, Byron, Clarence Valley, Kyogle and Tweed Shires, NSW

HACC services provide a basic range of at home-based services designed for the aged, frail and disabled that need support to continue living in their own homes. Feros Care provides a full range of personal and domestic services including housework, laundry, errands, personal hygiene, meal preparation and social support. HACC services are funded by the NSW Department of Ageing Disability and Home Care. At the end of June 2010, 361 clients were accessing Feros Care HACC services, predominately in the shires of Tweed and Clarence Valley.

Home and Community Care (HACC)

Physiotherapy – Clarence Valley, Richmond Valley, Ballina, Byron, Lismore, Kyogle and Tweed Shires, NSW

HACC Physiotherapy services provides a holistic and flexible therapy service to Centre Based Day Care services to support aged, frail and disabled persons to continue living in their own homes. HACC services are funded by the NSW Department of Ageing Disability and Home Care. At the end of June 2010, 148 clients were accessing Feros Care HACC physiotherapy services, across the targeted shires in Northern NSW.

Home and Community Care (HACC)

Social Support Monitoring – Port Macquarie – Hasting Shire, NSW

HACC Social Support Monitoring services provides assistance with a range of social wellbeing and support mechanisms to assist aged, frail and disabled persons to continue living in their own homes. HACC services are funded by the NSW Department of Ageing Disability and Home Care. At the end of June 2010, 61 clients were accessing Feros Care HACC Social Support Monitoring services.

“I am 98 years old – the help I get from Feros helps me to enjoy life to the full”
At Home Care

Veterans’ Home Care

**Ballina, Byron, Clarence Valley, Lismore, Richmond Valley, Kyogle, Coffs Harbour and Tweed Shires, NSW**
**Gold Coast Shire, QLD**

This Department of Veterans’ Affairs program assists Australian veterans, war widows and widowers with low care needs to maintain their health and wellbeing and remain living independently in their own homes. A full range of domestic and personal care is available to eligible clients. Feros began delivering veterans care in 2007 and during 2009-2010 continued to support 506 veterans.

Veterans’ Community Nursing

**Byron and Tweed Shires, NSW**

Veterans’ Community Nursing provides routine and complex nursing care, clinical treatments and personal care services to eligible Australian veterans, war widows and widowers in their own homes. Community nursing seeks to avoid premature or inappropriate admittance to hospital or residential care. Feros has a team of dedicated community nurses who provide care and service planning and direct nursing to eligible clients. Twenty four received assistance under this tailored Feros Care service program in 2009-2010.

Brokerage Services

**Ballina, Byron, Clarence Valley, Lismore, Richmond Valley and Tweed Shires, NSW**
**Gold Coast, QLD**

Feros Care’s skilled staff can be contracted by other services to provide personal care, transport, gardening, housekeeping, respite, post-hospital care, alternative therapies and clinical care to their clients. In 2009-2010, 70 hours of service was performed.
Our Services

Life Link Personal Alarms and Home Safety Monitoring

In early 2008, Feros Care launched its first line of assistive technology products including emergency response personal alarms and dementia monitoring devices. These technologies allow clients and loved ones to feel confident about decisions to remain living at home. Linkage to a 24/7 response and monitoring centre ensures that help is on its way with the touch of a button. This is Feros Care’s first national service. In 2009-2010, Feros Care installed 81 personal alarms and monitoring devices to clients.

Feros Care is able to address a number of home safety issues using a series of alarms, sensors and monitors:

- Emergency Response – Life Link Personal Alarms
- Falls Detection
- Day and Night Time Exit Seekers (for clients with live-in or out carers)
- Unwelcome Caller alarm
- Bathroom Safety
- Environmental Safety (extreme temperature, flood, gas and smoke)
- Continence Management

Life Link Telecare Home Safety and Monitoring

In January 2010 Feros Care commenced the implementation of Telecare (smart home) technologies that include the installation of home environmental sensors that automatically activates our 24/7 response centre in the case of an emergency. The Telecare products include various dementia care, social and emergency support sensors and triggers:

- Falls Detection – automatic detection
- Day and Night Time Exit Seekers (for clients with live-in or out carers)
- Unwelcome Caller alarm
- Movement sensors (that detects no movement in the home for extended periods)
- Bathroom Safety (wall mounted pendants and pull cords)
- Environmental Safety (extreme temperature, flood, gas and smoke)
- Continence Management (enuresis sensors for bed)
- Automatic Voice reminders and monitoring (such as medications)
- Automatic nightlights and falls detection (using bed sensor mats)
- Carer pager and mobile alerts

Both clients and their carers have reported peace of mind knowing that if their was a fall or an emergency, people are automatically alerted to the incident so that help is only moments away. In 2009-2010, Feros Care installed telecare technologies into 57 smart homes in the Port Macquarie, Ballina, Byron, Tweed and Gold Coast Shires.

“without the service I would be lost & lonely”
Life Link Telehealth Monitoring

In late 2009, Feros Care commenced the trial of Telehealth monitoring providing technology that allows clients to monitor their daily vital signs including blood oxygen, glucose levels, blood pressure and pulse rate and weight in the comfort of their own home.

The data is automatically and securely forwarded to Feros Care’s Telehealth clinical nurse who monitors variations to readings and makes contact with our clients and GP if the trends are outside the pre-determined ranges or parameters. The technology allows people with chronic health conditions, to take more control of their own health and better understand their condition on a daily basis. Also having the peace of mind that a clinician is viewing their vital signs each day and providing the follow-up and support where needed. The technology allows clients and loved-ones to feel confident about decisions to remain living at home.

In 2009-2010, Feros Care supported 20 clients with chronic health conditions to participate in the trial of the personal Telehealth technology.
Feros Care is committed to making life worth living for all of our clients. We believe that ageing is a healthy and positive experience when clients are supported to realise their full potential, provided with opportunities to interact with and contribute to their communities and surrounded by living and stimulating environments where meaningful relationships of trust and respect can flourish. This is the Eden Alternative Philosophy.

Our commitment to the Eden Alternative and combating the three plagues of ageing - loneliness, helplessness and boredom - is transforming Feros Care. Feros Care is developing a range of flexible wellness and lifestyle programs to support our clients to remain active, independent and socially connected. This program is designed to engage clients, loved-ones, carers, staff and volunteers in celebrating the contributions of each through physical activity, community events, shared stories and experiences, interest pursuits and companionship.

Feros Care is building a team of lifestyle appreciation experts including quality of life officers and allied health professionals that work together to coordinate the integration of wellness and lifestyle activities across our full range of services. Our residential villages operate as resort communities providing independence and facilitating a sense of home that lifts aged care beyond the traditional facility stereotypes.

In community care we are striving to bring Eden into the home by diversifying our activity programs, increasing access to transport assistance and actively linking clients, carers, neighbours and communities together. Some of our exciting initiatives in 2009-2010 have included:

- The commencement of a Maintaining Independence Program (MIP) consisting of a physiotherapy service in day centre programs operating throughout the Far North Coast of NSW. To date 148 community clients have been serviced across the Kyogle, Richmond and Clarence Valley, Ballina, Lismore and Tweed Shires.

- Development of an intensive falls prevention program and exercise activities to maximize mobility and dexterity which engage all staff and residents have led to excellent outcomes for residents at Bangalow and Byron villages.

- Continued relationship with Southern Cross University complementary therapy students offer hand and foot massages for residents and the introduction of clinical placement program for a range of students from different schools within the University. These young students bring energy and enthusiasm to the residents not only through their clinical practice with a focus on wellness but also in eagerness to engage with the residents clinically and personally.
Wellness and Lifestyle

- Seasonal events for families to be able to spend time with their relatives were held on the weekends throughout the year to assist in family participation at the Bangalow village, such as the Mid-winter Family Feast luncheon in July.
- The introduction of the server and dining area at Bangalow Village has increased the dining experience for residents by increasing the opportunity for social interaction in the central hub of the building. The area is abuzz with conversations.
- Expansion of in-house animals and birds and fish! Individual birds now in smaller cages and fish in wall-mounted tanks in individual rooms at the Bangalow Village.
- Welcoming our community and respite clients to join residents of Feros Village Byron Bay for daily activity programs packed with exercise classes, craft and cooking, card making and pet therapy.
- Reminiscence sessions with some of our very keen community clients have commenced with the collection and creation of life stories, photo albums, montages, and audio recordings.

Creating opportunities for mutual caring relationships between our clients and care workers is our focus and central to the success of Feros Care. Our Wellbeing and Lifestyle Program invigorates and assists to facilitate a diverse range of experiences and opportunities for our clients to stay connected with our communities, keep well and happy and support the difference that Feros Care makes in their lives.

“the friendly, caring & concern for the resident by all staff – Mum is very happy and that’s very important to us”
Our Clients

Feros Care is an organisation that puts clients and carers at the centre of all decision-making and quality improvement initiatives. Everyone’s needs are unique and no one person ages or deals with growing old and frail in the same way. Living situations, responsibilities and belief systems vary greatly and what works for one individual, their family and friends, may not be ideal for the next.

We understand that coming to terms with the need for any form of aged and community care and exploring the range of providers and services available can be, at times, an overwhelming task. Feros staff are committed to ensuring clients and their loved-ones make thoughtful and informed decisions about the care and services they need. Feros Care encourages all potential clients to obtain financial advice, appoint an Enduring Guardian and Power of Attorney and update their Will and Estate to reflect their changing situation.

All Feros Care services are delivered according to individualised Care/Service Delivery Plans developed in consultation with the client, their carer(s) and loved-ones, and health professionals. Feros believes in a holistic approach to care assessments where the client’s aspirations, preferences and social history work to provide a complete picture of needs and lifestyle priorities. Feros Care/Service Delivery Plans are living documents that are continually adjusted according to changing needs and circumstances of the client.

During 2009-2010, Feros Care responded to the individual needs of 1,858 people. The vast majority (90%) of our clients accessed one or more of our at home (community or respite) care services.

2009-2010
Client facts

Total number of clients that received services during 2009-2010: 1858

Number of residential clients (as of 30 June 2010): 95

Number of at home (community and respite) clients (as of 30 June 2010): 979

Total nights of residential care provided (2009-20010): 35,196

Proportion of residents 80 years and older (as of 30 June 2010): 84%

Proportion of at home (community and respite) clients 80 years and older (as of 30 June 2010): 61%

Proportion of female residents (as of 30 June 2010): 70%

Proportion of female at home (community and respite) clients (as of 30 June 2010): 65%
Our Clients

Feros Care residential villages supported 195 residents in 2009-2010. Most residents were aged between 80 and 89 years. A higher proportion of residents were female (70%) compared to community clients (65%).

At the end of June, 2010, 68% of Feros Care residents have diagnosed dementia or cognitive conditions. Together Feros Village Byron Bay and Bangalow provided 35,196 nights of care, 74% high care, 22% low care and 4% respite care.

As of 30 June 2010, Feros Care had 979 active at home clients. With over 80% aged between 70-89 years and the majority of clients resided in the Tweed Heads (26%), Gold Coast (22%), Ballina (8%) and Byron (7%) Shires. The dominant service program in use is Home and Community Care (HACC) – Domestic Assistance with 35% of registered clients. A total of 279,519 staff hours and 417,702 kilometres of staff travel were used to support our clients. Almost all (90%) staff travel was dedicated to servicing at home clients. These figures represent an increase of 21% in service delivery hours from the 2008-2009 financial year.
Board of Directors
Feros Care is governed by a volunteer Board of Directors, consisting of a Chairperson, Deputy Chairperson and six Directors. The Feros Board of Directors provides governance and strategic direction to the organisation and works effectively with senior management to ensure high quality care.
Our Board of Directors provides governance and strategic direction to the company and works effectively with senior management to ensure high quality care and services. The Board meets on the first Wednesday bi-monthly and holds information meetings for members on a quarterly basis. See the Chairman’s Report for information on this year’s activities and accomplishments.

Senior Management
Feros Care has a dynamic hands-on senior management team that works collaboratively with staff to ensure effective, high quality care and positive outcomes for clients and their families. Our team consists of senior nurses, accountants, experienced health care administrators and service planners, operations and human resource experts.
Feros management operates under an executive accountability framework to ensure stable and transparent corporate governance. Senior management is very passionate about the services Feros Care provides and is committed to becoming the provider of choice in all the regions we service.

Dedicated Staff
Feros Care services are provided by a dedicated team of staff who are selected based on their passion for working with seniors and people with disabilities and commitment to organisational values and care principles. Feros Care employs staff in the areas of administration, housekeeping, catering, maintenance, lawn mowing, personal care, nursing and therapies. Our team members have a passion for working with seniors and see it as a privilege.
All appointed staff undergo an extensive hiring process with interviews, professional reference checks and criminal record screening. Organisational orientation and mandatory training is also a requirement of employment.
In 2009-2010, Feros Care instituted the Seven Star Staff Development Program ©. The purpose of the program is to build skills and knowledge of staff which enhances our ability to fulfil the Values and Service Principles of Feros Care. It is designed for participants to complete seven modules which represent our Company Values commencing with our Organisational Orientation. Two groups commenced in 2009 – 2010. The program topics are additional to those of meeting our competency and regulatory requirements and focuses on opportunities for personal, leadership and organisational cultural growth in areas of our Core Values: Everyone Matters, Service Excellence, Service Excellence, Innovative thinking, Positive energy, Absolute Integrity and Lifelong Learning. The program is a three year commitment to complete all modules and the first intake had over 90 staff submit applications to participate.
To complement the program Feros Care initiated a culture survey and subsequently undertook a series of Unwritten Ground Rule Workshops in which all staff participated. Staff identified the Unwritten Ground Rules which exist in Feros Care and then went on to identify those behaviours which support the culture and values of Feros Care.
**Dedicated Staff**

Feros Care is a supportive and generous employer keen on retaining staff and creating career pathways. All staff have access to a comprehensive Employee Benefits Scheme which includes salary packaging, scholarship and traineeship opportunities, gym membership, onsite exercise programs, chaplaincy and counselling services. Feros Care actively promotes the rewards of working within the aged care industry with return to work candidates, school leavers, job seekers and university and TAFE students.

Feros believes in making work fun! All staff are encouraged to create an innovative and accountable work environment where playful, attentive and engaging attitudes lead to more energy, enthusiasm, productivity and creativity with the aim of improving workplace culture. One of the means by which we maintain this positive culture is through our staff SevenStar© Staff Development Program and our recognition and reward program called Applauding Innovations.

At our annual Innovations Dinner on the 23rd October 2009, awards were given to the following dedicated staff:

**5+ Years of Service**
- Joanne Cooke
- Elaine Hardy
- Elizabeth Morris
- Michelle Nelson
- Betty-Lynn Riches
- David Horner

**10 Years of Service**
- Arlene Dalton
- Desiree Hain
- Sue Savins
OUR TEAM

EMPLOYEE CHOICE AWARDS
Feros Care employees nominate a staff member or volunteer in their team who should be recognised for their dedication to the Feros Values and Mission

Julie Ivanow – Community Care
Julie Latham – Feros Village Byron Bay
Elizabeth Morris – Feros Village Bangalow
Kirsty Guild – Feros Care Business Centre
Margaret Forbes – Volunteer

INNOVATIONS CUP WINNER
Jo Williams

Team leader at Feros Village Bangalow was recognised for her ideas and initiative in relation to the implementation of the Eden Teams and service delivery at Feros Village Bangalow.

Applauding innovation is a strategy that Feros Care implemented to encourage staff to contribute ideas about how we can improve the services we provide or the environment in which we work. The strategy is an easy process for all staff and management to implement which results in often immediate realisation of inventive ideas and proposals to improve service and our working environment.

The Innovations Cup is presented each year to a staff member who has brought forward an idea that has achieved success or significant achievement.

2009-2010 Staff facts

Number of employed staff at 30th June: 1857

Number of staff (including our brokerage staff): 392

Proportion of staff with over three (3) years of service: 23%

Proportion of staff over 40 years of age: 78%

Proportion of female staff members: 92%

Proportion of staff duties involved in direct care: 78%

Total number of hours of service provided: 279,519

Total number of kilometres travelled by staff to service clients: 417,702
At the end of June 2010, Feros Care employed 226 staff and engaged a further 166 brokerage workers across a number of service programs. Sixty Nine percent of our staff were part-time and the vast majority were women (92%). Most of our employees reside in the Byron, Ballina, Tweed and Gold Coast Shires (81%), with our brokerage workers in the Caboolture, Gold Coast and Tweed areas (80%).

Staff aged between 50-59 years represent the largest proportion of positions held with Feros Care (39% compared to 32% in 2008-2009), followed by 40-49 years olds (30% compared to 33% in 2008-2009).

Twenty-three percent of our staff worked with Feros Care for more than three years and eight percent for greater than seven years.
OUR TEAM

Feros Care Staff Distribution by Primary Duties (as of 30 June 2010)

- 58% Carers / AIN’s
- 1% Allied Health, Enrolled Nursing
- 4% Management
- 5% Co-ordination
- 8% Registered Nursing
- 11% Hotel Services
- 12% Administration

Personal, domestic and hotel care-workers dominate the duties profile at Feros Care with 78% dedicated to direct service delivery.

Generous Volunteers

Feros Care is fortunate to have a number of active volunteers supporting our services and providing companionship to residents, clients and their carers.

Volunteer activities include bus trips, shopping, visiting, social activities, crafts and hobbies, outings, fundraising, transport and gardening and a number of other interest and professional areas. In some cases just sitting with unwell or lonely clients makes the world of difference.

The Feros Care Volunteer Program is always looking for volunteers who are interested in enhancing the quality of life of the elderly through laughter, companionship and support. Feros Care does not use volunteers under any circumstances to substitute for the paid work of employees. All volunteers must be officially recruited, registered and trained by Feros Care prior to the performance of any task. As with employees, Feros Care volunteers must complete a Criminal History Check prior to commencing volunteering.

At the 2009 Innovations Dinner, the much appreciated contributions of volunteers were recognised by awarding a Volunteer of Choice Award voted by staff for demonstrated volunteer commitment and enthusiasm.

The winner this year was Margaret Forbes who received a trophy, voucher and certificate of appreciation for the many bus outings she provided our village residents over the year. All Feros Care volunteers received a certificate with appreciation comments by staff at the Innovations Dinner.

Valued Members

Feros Care is owned by the people living within the communities we service. Membership is important to Feros because it strengthens our community base and brings invaluable expertise to the organisation. Feros Care currently has 30 individual members.

Members assist by volunteering; contributing their skills to assist organisational planning and development, participating in activities, events and fundraising and becoming a Board of Directors Member.

For more information on Feros Care membership and volunteering contact Feros Care Business Centre on (07) 5669 0555.
**2009-2010 Achievements**

**Client Satisfaction**

- Establishment of our first allied health service that involved physiotherapy services for residential, day centre and community care services. This included the Maintaining Independence Program for participants in day centres across the Far North Coast and a physiotherapy based mobility and falls prevention program in Bangalow and Byron villages.

- Commenced one of the first Australian Trials for telehealth technologies in the home that involves the daily home based vital signs in the home, monitored by Feros Care tele health clinical nurse.

- Rollout and trial of Telecare smart home technologies in the Port Macquarie, Ballina, Tweed and Gold Coast shires involving the use of environmental sensors and peripherals that activate alarm calls in the situation of emergencies (dementia client wandering out of home, water left on, a fall etc).

- Expansion of an Aged Care Advisory service within the Community Gateway (contact and referral centre) that provides guided referral processes for enquiries from any where in Australia.

- Expansion of Community Care service delivery current service provision geographic areas and expansion to include Port Macquarie, North Brisbane, Gympie, Sunshine Coast, Fraser Coast and Bundaberg Shires.

- Enhanced relationship with Southern Cross University students offering a diverse range of therapeutic interventions including complementary therapy hand and foot massages and Exercise science students for increased mobility sessions for village residents.

- Expansion of family seasonal events on weekends to enable family participation and interaction at the Bangalow village.

- Expansion of opportunities for our community and respite clients to join residents of Feros Village Byron Bay for daily activity programs packed with exercise classes, craft and cooking, card making and pet therapy.

- Commencement of a reminiscence program with community and respite clients including the collection and creation of life stories, photo albums, montages and audio recordings.
Human Resource Development

- Official Launch of our Seven Star Staff Development Program© that builds on the leadership skills and organisational knowledge of staff to be able to fulfil the values of the organisation. With 90 enrolments and our first group of 25 staff completing modules 1 and 2 of the 7 module program and the commencement of our second group of 25 in June 2010.

- Preparation and implementation of Union backed Collective Agreements to incorporate all Feros Care Staff to replace the old state care and nursing awards, incorporating QLD staff, community nurses and Allied health Staff, receiving a 97% positive acceptance vote from staff.

- Hosted the Fourth Annual Innovations Dinner to honour home-grown idea creation, professional development, successful innovations and individual innovators. This year’s theme was “Grease – The Musical” and it was well attended by staff and volunteers. The success of this event has confirmed the merit of our Applauding Innovations Program and the need for an annual celebration.

- Implementation of our Organisational Culture Strategy which involved organisation wide culture surveys, workshops and the development of key agreed behaviours (UGR’s – unwritten ground rules) that represent the Culture and Values to which staff collectively aspire.

- During 2009-2010, 50 staff were enrolled in traineeships and certificate courses in Aged Care, Community Care, Hospitality and Management. They are:
  - Certificate III Hospitality                    4
  - Certificate III Aged Care                    11
  - Certificate IV Aged Care                      5
  - Certificate III Home and Community           8
  - Certificate IV Home and Community             4
  - Certificate IV Frontline                      7
  - Certificate IV Leisure and Lifestyle          7
  - Diploma of Management                         1
  - Certificate IV Service Co-ordination           2
  - Certificate IV Customer Contact                1
2009-2010 Achievements

Continuous Quality Improvement

- Successful unannounced visits from the Aged Care and Accreditation standards agency for both Feros Village Bangalow and Feros Village Byron Bay.

- 2009 FINALIST – Minister’s Awards for Excellence – Innovation in Information Technology – Highly Commended

- Revision of the Risk Management system to align to new requirements outlined in the International Standard ISO31000:2009 Risk Management Principles and Guidelines. The context in which risk is managed and provides input to informed decision making has been refined to enable the application at all levels of the organisation from field operations to the Board. The parameters for assessing the risk of opportunities will assist Feros Care to grow and meet our Strategic Plan objectives.

- Development of a risk management Framework which is accessible to all relevant staff.

- Provision of a higher level of Operational Governance has been addressed through the establishment of three (3) Senior Management Governance committees each responsible for a particular aspect of operations and risk. They are Care, Human Resources and Business Governance Committees. These committees have been supported by formal meeting, communication and reporting structures to enable effective, timely and informed management of issues.
Sustainability and Growth

• Awarded $870,000 per annum to commence new Community Aged Care Packages in the Tweed, Fraser Coast, Bundaberg, Brisbane and Moreton Bay shires.
• Awarded $2.25 million per annum to commence new Extended Aged Care in the Home Packages in the Tweed, Brisbane, Gympie, Sunshine Coast, Gold Coast, Fraser Coast and Bundaberg Shires.
• Awarded $1.25 million per annum to commence new Extended Aged Care in the Home – Dementia Packages in the Sunshine Coast, Brisbane and Gold Coast shires.
• Awarded licence to operate Veterans Community Nursing Services from Port Macquarie, NSW to Bundaberg, QLD.
• Awarded $40,000 one-off Project funding under the National Respite for Carers Program to develop reminiscing and interviewing resources, training packages and education program for staff.
• Development of the 2010-2012 Strategic Plan. This process through 2009-2010 included our Board of Directors and Staff and presentations to revise the company’s vision, mission, model of care and growth strategies which prompted constructive debate across a variety of challenging issues and dynamic climate to develop a footprint for the future for Feros Care.
• Finalisation of both an internal and independent ACFI funding review (residential care funding instrument) with KPMG consulting.
• Completed funding submissions for $19 million of funding in the 2009 ACA funding round for additional services from Port Macquarie to Bundaberg, (announcements delayed) and HACC funding for services from Coolangatta to Caboolture.
• Development of our new Marketing and Communication Strategy.

Community Engagement

• Official opening and launch of our Port Macquarie- Hastings Regional Community Care Services in February 2010. The opening attended by many community care groups, services and local media.
• Official opening and launch of our Fraser Coast and Bundaberg Regional Community Care Services in April 2010. The opening attended by many community care groups, services and local media.
• Chief Executive Officer board membership on the Aged and Community Services Association (NSW and ACT) and Deputy Chairperson of the Regional NSW Aged and Community Services Association.
Community Engagement

- General Manager of Community Care membership on the Aged Care Queensland Regional Committee and the Community Care Advisory Committees of Aged Care Queensland and the Aged and Community Services Association (NSW and ACT).
- General Manager of Community Care participation in the North Coast Innovative Development of Excellence in Aged Services (IDEAS) Steering Committee.
- Implementation of profile building print, radio and television advertisements across all service regions to raise the awareness and profile of Feros Care services. Referral data suggests that this marketing strategy generated over a 23% increase in new referrals in 2009-2010.
- Increased Feros Care exposure through participation at numerous seniors Health and Lifestyle Expos and community events including:
  - Gold Coast Seniors Health & Lifestyle Expo held at the Albert Waterways, July 09
  - Margaret May MP Seniors Forum & Expo held at the Robina Community Centre August 09
  - Seniors Expo held at the Bribie RSL August 09
  - Seniors Expo at Murwillumbah, September 09
  - Gold Coast Seniors Health & Lifestyle Expo held at Coolangatta September 09
  - Dragon Boat Races at Jack Evans Boat Harbour, November 09
  - Seniors Summer Expo held at the RSL Southport February 10
  - Gold Coast Seniors Health & Lifestyle Expo held at Runaway Bay Community Centre, March 01
  - Visit to The Gardens on Lindfield and Golden Crest Manors March 10
  - Service clubs speaking, Lions Club of Helensvale May 10
  - Bangalow Billy Cart Derby at Bangalow, May 10
  - Gold Coast Seniors Health & Lifestyle Expo held at the Robina Community Centre May 10
  - Community Care Expo held at the Morayfield Park Community Hall on May 10
  - Seniors Summer Expo held at the RSL Southport February 10
- Undertook a number of industry and international conference presentations to share Feros Care’s successes in relation to our Community Technologies, Model of Care and our Applauding Innovations program they included:
  - IAHS International conference – Building Innovative organisations – July 2009
  - HACC National Conference – Tomorrow Gateway, Future Trends and Opportunities – August 2009
  - Telehealthcare Site visits, United Kingdom 2009
  - Northern Rivers Regional Development Australia’s North Coast Innovation Festival launch keynote speaker, General Manager of Community Service
  - Southern Cross University School of Health Sciences students – presentation on Allied Health Services and the Eden Alternative
• Further Service rollouts for a range of new programs awarded in July 2009.

• Further expansion and growth of community-based packaged care services from Port Macquarie to Bundaberg.

• Publication of our Telehealthcare Case Study on Feros Care’s experience in the implementation of Telecare and Telehealth technologies in an Australian Setting.

• Select and commence implementation of core financial and residential software systems and implementation of an upgrade plan.

• Rollout of our Care Partnerships Strategy with retirement village and senior living communities to increase opportunities for ageing in place programming using at home services.

• Preparation of Residential Care Options paper to determine the strategic direction for Feros Care in relation to these services.

• Further rollout of the Seven Star Staff Development Program for star modules four and five.

• Planning for the establishment of Community Care Regional Offices and Community Access points on the Sunshine Coast, QLD and Mid North Coast NSW.

• Developing the quality management system to seek external certification to ISO9001:2008 Quality Management Systems in line with our intent to be recognised through the Australian Business Excellence Framework.
It is with pleasure and pride we give you a joint Chairmen of the Board and Chief Executive Officer (CEO) Report for 2009-2010 year. This is the perspective of three individuals who have dedicated the last year to the confirmation of Feros Care as a provider of choice. In the past year we have had two chairs and the reflections of both are part of this report.

If 2008-2009 was the year for numerous awards for innovation, this past year is the year of consolidation of that innovation into our daily practice. 2009-2010 also saw enormous growth in services and business activity.

We look on the achievements of this past year with great pride. Our services have grown into 17 local government areas, and we expanded the service choices to 17 service types. We hosted two official openings: Hervey Bay and Port Macquarie, where our services have been very well received.

The growth, while exciting, is accompanied by inherent challenges that rapid expansion brings including recruitment, training, developing staff for new and rewarding careers in aged services and delivering the services which meet client’s (and carers) lifestyle aspirations.

We now offer service to residents along the Eastern seaboard from Port Macquarie to Bundaberg. This did not happen overnight, and we acknowledge the people who participated in the careful planning, the staff and board members who were committed and visionary in establishing a plan which our hardworking staff who have nurtured to fruition. Thankful appreciation also goes to our clients and carers who challenged us to be the very best we can be in providing exactly what they felt would suit them best.

The 2009-2010 year has seen our commitment to supporting and encouraging staff through organisational development and change with our Organisational Culture Strategy and Seven Star© Staff Development Program.

We also introduced a new Risk Management Framework. This new framework provides a context in which risk is managed and is an input to informed decision making. We have refined that context to enable the application at all levels of the organisation. As Feros Care grows this part of our governance becomes critical to meeting the objectives of our Strategic Plan.

This year we have also overseen the establishment of a trial of assistive technologies which could revolutionise the opportunities for our clients to live full and independent lives. We want our clients to live life to the full; to remain as active as possible; to ensure that independence and self-determination is maximised; and taking full advantage of the technology which is now available will enable this.

The aged services industry is facing enormous challenges over the coming years, the magnitude of which we have not yet realised. We have invested a great deal of energy identifying opportunities which may position us to deliver the choices and services our clients choose.

Our achievements this past year are a tribute to the hard work and commitment of the whole Feros Care community: the Board of Directors, staff, managers, volunteers, care partners, contractors and suppliers who make a difference in the lives of our clients, their carers, family and community.
Chairmen and CEOs Report

Board of Directors

The Board with the approval of the members at the last Annual Meeting set the number of Directors at seven. During the year 6 meetings were held in the odd months of the year.

In the 2009-2010 financial year, the board started with eight Directors and finished with six, Colleen Cartwright resigned in July, 2009 and Peta Heeson in late April 2010.

The members of the Board were assigned to committees and taskforces to assist in the overall governance of the company. Those committees are:

1. Audit, Risk and Compliance Committee
2. Governance Task Force
3. Board Development Taskforce
4. Nominations Committee
5. CEO Remuneration and Appraisal Committee
6. Directors’ Remmuneration Taskforce

The Board committees and taskforces were very ably assisted by the CEO and her Senior Management Team. The thanks of all the Board go to them for the professional and dedicated manner that the assistance was provided.

During the period under review the Governance Committee completed the “Feros Care Governance System” (TAGS). This system is the cornerstone of the governance manual.

The 2006-2009 Corporate Strategic Plan (which the Board reviewed quarterly) was extended to June, 2010 to enable the CEO and Senior Managers to complete the objectives of that plan.

The Board congratulates the CEO, Senior Managers and the staff on the achievement of virtually every objective set out in that plan.

The new 2010-2013 Corporate Strategic Plan has a greater focus on consolidation within our Feros Footprint (Port Macquarie to Bundaberg), and embraces the Telehealthcare opportunities which Feros is in the forefront of trialling and developing. This is the way of the future, in the changing demographic we all face.

In this past year Directors attended various Aged Care Conferences. Which kept everyone informed on developments and advancements in the industry.

In October 2009, the Board was extremely pleased to extend the contract of employment of Jennene Buckley as Chief Executive Officer for a further term of five years. The Board was very pleased for Jennene to attend the London Senior Executive Program over two, two week periods in March and May, 2010.
Company Operations

Our dream was to grow our services from a single locality of Byron Shire to a multi-regional provider from Port Macquarie to Hervey Bay, and by 2010 it was achieved.

The accomplishments over the last year have surpassed our expectations in relation to growth, service outcomes and organizational development.

Our staff and management are energised by the growth to our community services to the regions of Port Macquarie, Wide Bay, Sunshine Coast and Brisbane North.

Managing the service expansion has been a priority this year. Feros Care continues to build its reputation as a reliable industry provider. The trial of Assistive Technologies and Telehealthcare has been a key project in exploring how we can improve client’s quality of life and service delivery support through home safety and care monitoring systems.

Our Community Gateway continues to increase its activity as a service navigator with more clients, carers and health professionals enquiring to obtain information on services available within their regions and to refer their clients or loved-one for services.

Financial Report

We jointly submit the 2009-2010 Financial Report in the Annual Report. The report reflects the excellent manner in which the company continues to be managed and governed.

Feros Care continues our commitment to sustainability through energy efficiencies, awareness raising and reduction of waste. This has a significant effect on both our environment and also on our financial position.

The surplus achieved this year is very positive considering the financial challenges around expanding Feros Village Bangalow (which has occurred from company reserves) without any capital funding support from the Commonwealth Government. With our Feros Village Byron Bay Village in its 20th year of operation, significant reserves would be required over the coming years to fund the building replacement program.

Feros Care is a “people” organisation and our successes are the result of our dedicated team members – staff, volunteers, care partners and external contractors and suppliers.

Our industry is confronted with the increase in the senior’s population, the demand on our services, and anticipated reduced government support. With these challenges are opportunities, and we are excited by the possibilities of new models of care, seniors housing and technologies.

Our 2010 – 2013 Strategic Plan sets our vision as we navigate the future and continue to make a difference in the lives of the people for which we care.

Thank you to everyone for your enthusiasm, dedication and commitment to Feros Care. We look forward to another great year!

R K (Keith) Castle OAM
Vice - Chairman

Jennene Buckley
Chief Executive Officer
Community support plays an important role in empowering Feros Care to successfully deliver quality aged and community care services that are responsive, accessible and aligned to the needs of the community.

In 2009-2010, Feros Care continued to benefit from the generosity and support of longstanding supporters. We would like to thank and pay tribute to the following individuals and organisations for their generosity and caring spirit.

**Bequests and Estates**
- Estate of the Late Noeline Briggs
- Estate of the Late Aileen Veal
- Estate of the Late Vincent Devine
- Estate of the Late Marie Rowe
- Estate of the Late Olive Walton
- Estate of the Late Eileen Kriz
- Estate of the Late George Cherry
- Estate of the Late Geertruida Zylstra
- Estate of the Late Marcelle Drews
- Estate of the Late Anne Scott
- Estate of the Late Joan Mockeridge

**Individual Donors**
- Ms Doreen Bewley
- Ms Verle Rowles
- Mrs Nola Lake
- Ms Jocelyn Lynam
- Mrs Leslie Rose
- Ms Kitty Baxter
- Mrs Dinah Williams
- Mrs Helene Florence
- Ms Marie Spangler
- Mr Stan Nicol
- Mrs Valerie Laverty
- Mrs Dorothy Kitto
- Mrs Alma Hunter
- Mrs Barbara Edwards
- Mr Warren Clarke
- Ms Belinda Seaton
- Mr John Morrison
- Ms Sue Chard
- Mr Roy Lynn
- Ms Enid Bleakley
- Mr Marco Goldenberg
- Ms Dorothy Kearns
- Mrs Margaret McCosker
- Mr Edward Toohey
- Mr Arthur Ghioni
- Mr Giuseppe Alderuccio
- Mr Stephen French
- Mr Bruce McDonald
- Mr James Curtis
- Bangalow Opportunity Shop
- Mr Peter Caune
- Mr William Mockeridge
- Ms Muriel Gould
- Ms Frances Scott
- Mr William Hepworth
- Ms Sue Lyons

**Corporate Sponsorships**
- Suffolk Park Tavern
- The Athlete’s Foot

**Financial Grants**
- Department of Health and Ageing
- Department of Veteran Affairs
- NSW Department of Ageing, Disability and Home Care
Feros Care Supporters

Letters of Support

Aged Care Assessment Team, Chermside Community Health
Alzheimer’s Australia
Ballina Chamber of Commerce
Bangalow Chamber of Commerce
Bangalow Consulting Centre
Bangalow Lions Club
Burleigh Heads RSL
Byron Bay Masonic Centre Pty Ltd
Byron Bay Royal Arch Chapter No. 51
Byron Bay Services Club
Byron Shire Respite Service Inc
Byron United
Christine Smith MP
City of Gold Coast – Daphne McDonald
City of Gold Coast – Jan Grew
Clarence Aged Care Assessment Team
Community Care Access Service
Coolangatta/Tweed Heads Legacy Laurel Club
Discharge Planner, John Flynn Private Hospital
Don Macdonald
Don Page MP
Golden Crest Manors
Hinchliffe & Schumacher Pty Ltd
Jan Stuckey MP
Margaret May MP
Mid North Coast Commonwealth Respite & Carelink Centre
Murwillumbah Legacy
North Coast Area Health Service, Ballina Hospital
Ocean Shores Country Club Limited
Ocean Shores Medical Centre
Pottsville Beach Neighbourhood Centre
Pottsville Community Association
Queensland Older Women’s Network
Quota International of Tweed Heads - Coolangatta Inc
Returned and Services League
Ross Tucker
Sullivan Nicolaides Pathology
The Bangalow Medical Centre
Thomas George MP
Tweed Economic Development Corporation
Tweed Heads Community Health Centre
Tweed Indigenous Community
Tweed River War Widows’ Association
U3A Gold Coast Inc
Westminster Lodge Mackay

Community Gratitude

Feros Care would like to extend a very special thank you to all the Feros volunteers and supporters including individuals, families, businesses and clubs and those who wish to remain anonymous for their loyalty, dedication, generous contribution, ongoing commitment and your support of Feros Care throughout the year. Your contributions are greatly appreciated.
Community Contact & Referral Centre
Shop 212, Level 2
Showcase on the Beach
(Linked Bag No. 1)
72-80 Marine Parade
Coolangatta QLD 4225
Phone: 1300 763 583
Fax: 1300 850 770
Email: community@feroscare.com.au

Feros Village Bangalow
Cnr Ballina & Byron Roads
(PO Box 329)
Bangalow NSW 2479
Phone: 02 6687 2379
Fax: 02 6687 2286
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Feros Care Business Centre
Shop 212, Level 2
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15 Elizabeth Street
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