

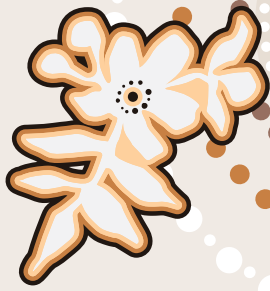


ANNUAL REPORT

FEROS CARE 2021-2022

It's been a big year of ensuring people are happier, healthier and better connected. Let us tell you all about it.

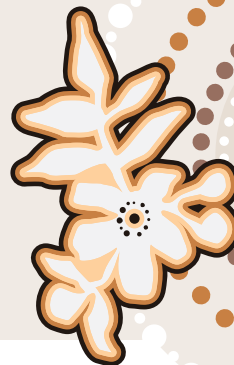
 **feros care**
GROW BOLD



ACKNOWLEDGEMENT OF COUNTRY

Feros Care acknowledges all Aboriginal and Torres Strait Islander people as the First Nations peoples and we recognise their culture, history and connection to the land, sea, and sky. We acknowledge the Traditional Custodians of the lands on which we live and work. We pay our respects to Elders past and present. We extend that respect to our Aboriginal and Torres Strait Islander staff, clients, participants, residents, partners and stakeholders.

Danny Eastwood



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CHAIR AND CEO REPORT

CHAIR MESSAGE

It's been another successful year for Feros Care supporting more than 35,000 people, thanks to the dedication and resilience of our team members and volunteers, management, Executive and Board members.

Our tech-enabled systems, such as the Virtual Social Centre, Telehealth and MyFeros programs, have continued to move from strength to strength, remaining an important part of our service delivery ecosystem.

We have seen a continuation of business agility throughout our response to the COVID-19 pandemic, with a concerted focus around risk management and ensuring a resilient operating model. More broadly, a review of our strategic plan has identified exciting new opportunities around important themes such as workforce strategy, financial management and clinical care and governance.

We welcome the incoming reforms to in-home aged care and residential aged care, based on the recommendations of the Royal Commission. The reforms aim to strengthen regulation and provider governance and increase financial and prudential oversight. The Board has been, and will continue to, work closely with the Executive to implement the measures, ensuring Feros Care continues to thrive and deliver the highest possible level of service, in partnership with our clients and families who provide important input and feedback to our service design and delivery.

Our work as a NDIA partner in Local Area Coordination has continued to expand. We are proud to have achieved an average of 92% for our audit score provided by the NDIA, which is above the national average for delivery partners. With a number of exciting projects having launched across

our five service areas, and more in the pipeline, we look forward to promoting equal opportunities and diversity in the workforce and showcasing the skills and talents of a cohort of people who have much to offer in the workplace.

On behalf of the Board, we would like to acknowledge and thank Karen Crouch, our CEO, for her capable leadership of Feros Care as we rose to the challenges of the year and continued to progress in achieving our aim of excellence.

I wish to sincerely thank each of our Board members for their contribution this past year and for their ongoing dedication to good governance, accountability and ensuring excellent stewardship. In addition to their collective skills and experience, I am particularly grateful for their passion and commitment to Feros Care's mission. I must also extend this last comment to all of our Feros Care members, whose enduring interest and commitment to our mission is so integral to our past, present and future success.

On behalf of all of us at Feros Care, we wish our members well, and look forward to a bright and exciting future.



JASON BINGHAM
Chair

CEO MESSAGE

It has been a privilege to be welcomed to Feros Care, having taken on the role as CEO in September 2021. I have greatly admired the organisation's agility and willingness to think and act creatively, and the focus on clients, people with disability, our mission and our purpose.

This year was not without its difficult times, with COVID-19 making itself properly known in our communities. This, paired with the floods in Northern New South Wales through February and March 2022, has seen us take on challenges with more determination than ever before.

I have had the opportunity to settle into the organisation by spending time with many team members, and witnessing firsthand the impact we have on one life at a time.

Our frontline staff members have very much been the face of the pandemic, and have done an amazing job in showing resilience and compassion throughout this time. It has been a privilege to witness the kindness our teams bring to work each and every day, as it is these micro-movements of kindness that make up who we are, and what we do.

For example, I witnessed a care assessment in which a Wellbeing Manager guided the conversation with a client around what was possible for him and what he might like to do. The client had owned a fish and chip shop, and wanted to return to see it. Her gentle assurance that they could go together, and have fish and chips on the waterfront, was what really touched my heart.

There are so many other examples. Such as the work we do delivering NDIS Local Area Coordination services, and the impact we have on breaking down barriers and stereotypes through being ambitious for people with a disability, enabling them to fully participate in community life through employment and inclusion.

Or the work we do as a registered charity, owned by the community, for the community; such as delivering Christmas hampers to those who may not otherwise see many acts of kindness throughout the festive season.

Feros Care is very well positioned to continue to deliver within the reform environment, and to continue to provide the very best care and service enabled by technology.

We have the innovative nature required to provide the very best services, allowing people to stay independent and living in their own homes for as long as possible – or supporting them to live healthy, connected and fulfilled lives.

The awards we have received are a culmination of recognising that work, and I am proud to share that we have received the 'Making a Difference' Award through the NDIA Light Up Awards for our Mackay Homelessness Project. We also won the 2021 Prime Super Employer Excellence in Aged Care award through Awards Australia.

Beyond the organisation, one of our outstanding volunteers won the Volunteer of the Year award through the ACSA Aged Care Awards – congratulations to Bruce McNamara for his efforts.

Our responsibility lies in being an asset to the community, and these are efforts that our founder George Feros – who walked the streets of Byron Bay, ringing a bell and shaking a wooden donation box in an effort to bring attention to the most vulnerable people – would be proud to witness.

I look forward to the future, to spending more time with team members, and to seeing the direct positive impact we have on the lives of many.

Karen



KAREN CROUCH
CEO

ABOUT FEROS CARE

We're Feros Care. And what we care most about is helping people live healthier, happier, better-connected lives. For over 30 years, we've been making it happen, both for older Australians and people living with disability.

Our aged care and disability support services can help in many ways, whether it's through home care, residential and respite care, clever technology to make life easier, assistance in accessing community activities, coordination of local NDIS services, or one of our growing number of allied health and wellness solutions.

As an organisation, we pride ourselves on innovation. We anticipate the future and set ourselves ambitious goals so that we can not only meet customer and client needs but exceed all expectations.



OUR CORE VALUES



GAME CHANGERS

Innovators not imitators.

We are the powerhouse of reinvention. We reframe perceptions and challenge conventions.



CULTURE SHAPERS

Together we thrive.

We bring our "A" game every day. We work to build a great culture and communities where everyone matters.



DREAM MAKERS

Powered by possibility.

We create a place where our customers' wildest vision of what's possible comes to life.



VIBRANT CREATORS

Positive and playful.

We don't fit in, we stand out. Our energy is electric, our people are passionate and our purpose is real.



KINDNESS CHAMPIONS

Committed to exceptional care.

We give our time, energy, integrity and knowledge, but above all we give our hearts.

FEROS CARE FINANCIAL REPORT

Feros Care Board Members have been provided a copy of the Feros Care Financial Report prior to the Annual General Meeting. For a copy of this Financial Report, as well as previous Financial Reports, please visit the Australian Charities and Not-for-profits Commission website by [clicking here](#) or visiting acnc.gov.au

Note: Feros Care core values were refreshed in September 2022.

KEY ACHIEVEMENTS

Past 12 months



WON 76 SHORT TERM RESTORATIVE CARE (STRC) PACKAGES, MAKING US THE SECOND-LARGEST STRC PROVIDER IN AUSTRALIA



REACHED OUR MILESTONE OF DELIVERING 1500 HOME CARE PACKAGES TO IMPROVE THE SUSTAINABILITY OF COMMUNITY CARE



HAD OUR FEROS REFLECT RECONCILIATION ACTION PLAN CONDITIONALLY ENDORSED BY RECONCILIATION AUSTRALIA



HOSTED 5 EMPLOYMENT EXPOS WITH 115 EXHIBITORS AND OVER 670 ATTENDEES ACROSS ALL 4 LAC SERVICE AREAS



DEVELOPED OUR 7 CO-DESIGN GUIDING PRINCIPLES



DEVELOPED OUR OWN INTEGRATED ROSTERING CAPABILITY FOR OUR COMMUNITY STAFF



IMPLEMENTED A RESIDENTIAL CLINICAL SYSTEM WITH MEDICATION MANAGEMENT



FACILITATED 9 CO-DESIGN FOCUS GROUPS ACROSS OUR LAC SERVICE AREAS, ENGAGING 52 PARTICIPANTS AND CUSTOMERS



ENHANCED OUR IT SECURITY AND GOVERNANCE PRACTICES, INCLUDING A SECURITY ROADMAP AND SECURITY AWARENESS TRAINING CAMPAIGN



IMPROVED OUR CAPABILITY TO PROVISION IT EQUIPMENT TO OUR STAFF



LAUNCHED OUR FIRST HOME CARE PACKAGE CAMPAIGN IN KEY REGIONS, SUPPORTING SENIORS TO GET THE HELP THEY NEED



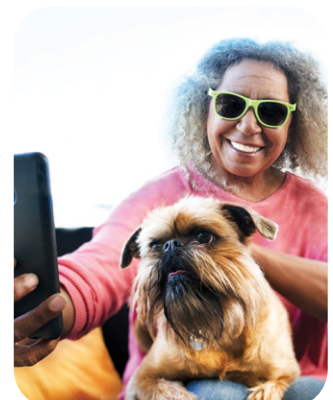
IMPLEMENTED A NEW CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM TO IMPROVE OUR CLIENT ONBOARDING PRACTICE



CONTINUED TO IMPROVE OUR CLINICAL GOVERNANCE IN OUR RESPONSE TO THE AGED CARE REFORM











LAUNCHED ALL-NEW BOLD PROJECTS, INCLUDING FEARLESS FILMS SEASON 3 AND PHOTOGRAPHY PROJECT VISIBLE ME



AWARDS

Recognition of the impact we are having

We're honoured to be recognised for our efforts and innovations. These awards contribute to our reputation as a reliable, flexible and compassionate people care organisation.

SOURCE	AWARD DESCRIPTION	PROJECT SUBMITTED FOR AWARD	OUTCOME
2021 Hesta Excellence Awards	Outstanding Organisation	Feros Care	 FINALIST
2021 ACSA Aged Care Awards	Innovation in Service or Design	Virtual Social Centre (VSC)	 FINALIST
2021 ACSA Aged Care Awards	Employee of the Year	Dawn Valle	 FINALIST
2021 ACSA Aged Care Awards	Volunteer of the Year	Bruce McNamara	 WINNER
2021 ACSA Aged Care Awards	Provider of the Year	Feros Care for COVID-19 Response & Addressing Loneliness	 FINALIST
NDIA Light Up Awards	Making a Difference Award	Mackay Homelessness Project	 WINNER
Awards Australia/ QLD Community Achievement Awards	2021 Prime Super Employer Excellence in Aged Care	Feros Care	 WINNER
CX Awards	Best Use of Technology to Revolutionise CX	Virtual Social Centre (VSC)	 FINALIST

STRATEGY OVERVIEW

As Feros Care works to align our organisation to upcoming government reform in the aged care sector, and ongoing change in the disability support sector, we continue to be guided by our 2022-2025 strategic plan and the four strategic priorities laid out within.

Feros Care's 4 Strategic Priorities

PRIORITY 1



PARTICIPANTS/CLIENTS/RESIDENTS

Participants, clients and residents will be empowered to grow bold with the support of our innovative, industry-leading care, supports, and assessments. These will be relevant, accessible, backed by evidence and assisted by technology.

PRIORITY 2



PEOPLE

People will be partners in our mission and thrive in a culture that attracts, welcomes, retains and develops people to meet current and future participant, client and resident needs. Our people will experience a workplace that is safe, inclusive, collaborative, focused and fair.

PRIORITY 3



IMPACT

Advocacy for social change will have positive impacts and be informed by the voice of our customers in the pursuit of better health, wellbeing, cultural, and social connections. We will courageously influence and advocate for social change, including the elimination of societal barriers that prevent inclusion and challenge public perceptions, and the stigma associated with ageing and disability.

PRIORITY 4



SUSTAINABILITY

Effective stewardship of resources will maximise our organisational sustainability for the benefit of current and future generations.

PRIORITY 1



PARTICIPANTS/ CLIENTS/RESIDENTS

Participants, clients and residents will be empowered to grow bold with the support of our innovative, industry-leading care, supports, and assessments. These will be relevant, accessible, backed by evidence and assisted by technology.

COMMUNITY SUPPORT

Everything we do in the community space is designed with the goal of keeping people in their homes as long as possible, ensuring they live happier, healthier and better connected lives.

This might be support in help around the home, assistance with staying healthy, or ensuring people get out and about; whether it's through Home Care Packages, Short-Term Restorative Care, Commonwealth Home Support, or one of the many other services we provide.



5,699
CLIENTS



522
CONTRACTORS



221,076
NUMBER OF SERVICES PROVIDED
IN THE PAST FINANCIAL YEAR



271,196
HOURS OF SERVICE PROVIDED
IN THE PAST FINANCIAL YEAR

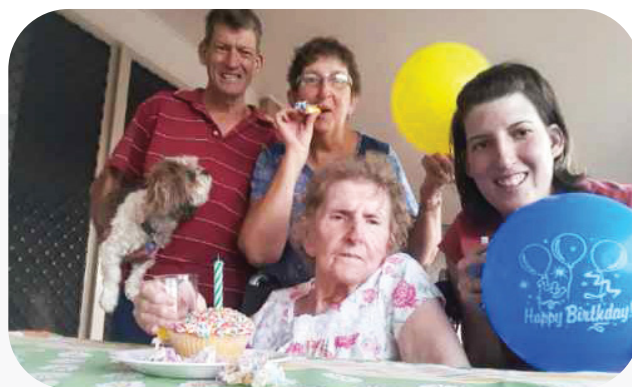
CLIENT STORY

Supporting Clients and their Families

61-year-old Cheryl Abolderrow has been looking after her mum, Norma, since she was about 15 years old. 88-year-old Norma lives with Cheryl, and is on a Level 4 (highest level) Home Care Package.

“Mum’s been unwell for a long time,” Cheryl says. “She had a few falls, ended up in hospital, and the hospital staff told her that she should go into care at a nursing home. She was adamant that she wouldn’t be going. She said to me - ‘if you put me in there I will die’. So, we had to make it work somehow.”

With her Home Care Package, Norma can access a variety of equipment for her needs, including her recliner, a wheelchair, a special bed, a shower chair and even the equipment used to move her from the bed to the bathroom.



Care workers attend each day to help with Norma’s grooming and offer Cheryl a bit of respite from her intense caring schedule.

“They shower her every day, which is a big help,” Cheryl says. “I know that mum is here being looked after and I can go out to pay the bills, or go have a coffee, and not have to worry. I look forward to having that time to myself every week.”

Click here to read the full story,
or visit feroscare.com.au/meet-cheryl

CLIENT STORY

One man’s appreciation for Short-Term Restorative Care

80-year-old Howard is a Feros Care client on our Short-Term Restorative Care program (STRC), designed to help individuals recover from injury or illness.

Howard appreciated Feros so much that he wrote one of his much-loved poems about the program.



STRC WITH FEROS CARE by Howard Drough

I’d been slowing down in recent years;
Cancer was the cause.
Chemotherapy wore me out;
It had closed several doors.

When younger I enjoyed many sports;
An active bloke was I!
So lack of energy had taken over;
I could no longer fly!

I received a letter from Feros Care;
It came out of the blue!
The letter said, “Dear Howard!
We’d like to give help to you.”

“Who’s Feros Care?” I asked myself.
“Never heard of them before!”
“A Wellbeing Manager will visit you,
So listen for a knock on the door!”

It wasn’t long before she came;
Pam Hegarty was her name.
That was the name I was given,
I’m glad it was the same!

Pam explained the scheme to us;
It was called STRC
Which stood for “Short Term Restorative
Care”.
T’was a mystery to me!

Pam sat down with us
And told all about the plan.
A lot of information was absorbed;
Didn’t she know I was a man?

“It’s to get you back to feeling your best!
A team will get you there!
The program will suit your needs
And goals that will be fair!”

“You’ll have a Physio visit you,
Dietitian, Exercises and more.
Isn’t this exciting
To hear what is in store?”

“Eight weeks’ funding’s there for you,
I’ll help you plan,” Pam said.
“We’ll get you moving better!
You won’t need to be in bed!”

“Strength, balance and mobility
Are high up on the list.
Now what else do you think you need?
Is there anything that I’ve missed?”

Pam seemed to know her stuff;
She talked for a long time!
Now she’s asked me to write down
About STRC in rhyme!

I had Keisha the Podiatrist;
Who wiggled all my toes;
Jan the Physiotherapist
Who knows where each bit goes!

There’s Alex the Dietitian
Who told me what to eat,
And Josh the Exercise Physiologist
Who made me move my feet!

The OT showed us Kitchen Aids
The made things easier – great!
Opening cans and cutting things
If we’re running late!

Pam ordered me some goodies
That would help me on the way.
I was very grateful for her help
To keep sickness at bay!

I have new incentives
To use things on my list.
I can now write my stories,
My poetry and things I’ve missed!

If I had needed crutches,
Or a wheelchair to speed along,
Pam could have organised that
So nothing could go wrong!

Eight weeks goes so quickly,
Time waits for no-one!
I trust that all that’s happened
Will lead to much more fun.

All along these changing times
I got weaker every day.
STRC came along
And helped improve my day

Every day since I’ve been sick
I’ve had a loving wife.
Healthy meals and healthy drinks
Became part of my life!

Even when I couldn’t eat
Nenita showed her love
And I had someone else with me –
The Good Lord up above!

So, as my program comes to an end
I now have many helpful friends.
To everyone mentioned in my rhyme;
My thanks will never end.

To be able to be at home
Will help an awful lot!
With my loving wife, Nenita
I’m happy with what I’ve got.

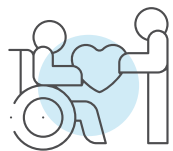
I’ll end now, but thank you all
For helping along the way.
Not only must I exercise,
But brighten up someone’s day!

To stay positive is important;
To know just what to do.
Eat well, exercise and smile a lot!
So farewell, take care and thank you!

LOCAL AREA COORDINATION

Feros Care is a proud NDIS partner in the community, delivering Local Area Coordination services that support people with disability to live healthy, connected and fulfilling lives.

With a team that reflects our culturally and linguistically diverse communities, we're dedicated to changing societal attitudes for the better and encouraging accessible, accepting environments.



29,303
PARTICIPANTS SUPPORTED



52,129
INBOUND CALLS



13,697 PLAN REVIEWS
2,363 FIRST PLANS
16,060 PLANS SUBMITTED

CLIENT STORY

Jack made it to his first footy game

Jack is 18 years old, and lives with an intellectual disability. He and his mother, Alison Thornton, are based in the small rural North Queensland town of Bowen.

With the support of the NDIS, Feros Care and community agencies, Jack is now beginning to discover freedom and autonomy within the local region – like going to a Rugby League game for the first time this month to cheer on his team, the North Queensland Cowboys.

“He'd never been to a footy match before – that was his first time. I had to get him a shirt. And his team won, which was a huge deal for everyone in this community!” said Alison, Jack's mother.



With support from Feros Care, Jack is also starting to consider employment options, and he's thinking about a possible future as a mechanic.

[Click here](#) to read the full story, or visit feroscare.com.au/meet-jack



CLIENT STORY

Adam gets by with a little bit of help from Feros

15-year-old Adam has autism, and sometimes struggles to understand the world around him.

With the introduction of supports via the NDIS and Feros Care, Adam has taken up powerlifting, table tennis and basketball, and is preparing to compete at the Australian Powerlifting Union Nationals in the Special Olympics Division to be held on the Gold Coast in October.

Born Lorraine, Adam is also embracing his gender transition and his wish to be recognised as a male.

Adam’s sporting coach and mentor, Feros Care Assistant Service Area Manager for Mackay, Kimberly Doyle, says that for a long time Adam felt he had not found a place in life where he “belonged” – and now, everything has changed for the better.

Click here to read the full story, or visit feroscare.com.au/meet-adam



RESIDENTIAL AGED CARE VILLAGES

Our Feros Care Residential Aged Care Villages in Byron Bay, Bangalow and Kingscliff are vibrant, friendly places. Each residential aged care village offers a different level of care in a relaxed, yet dignified, home environment, with a focus on genuine care and support.



88

TOTAL RESPITE RESIDENTS



85

RESIDENT AVERAGE AGE



201

TOTAL RESIDENTS



Kate

This is 93-year-old Kate, who lives in our residential village in Byron Bay, showing off the 107th rug she has knitted. Her rugs are made from real wool, and it takes her about three months to complete each one. "There is a poem from the Rubaiyat of Omar Khayyam that says, 'my tribe has increased'. That is what has happened to me, my tribe has increased and I just keep knitting these rugs for my family," Kate shares.



Alan

91-year-old Alan has had a long career in directing, having seen great cinematic success throughout his life – including working as the Assistant Editor on 'On the Beach' and dancing with Ava Gardner at the wrap party. These days, he's still helping with projects for Feros Care, and even directed a new set of videos filmed in our Byron Bay residential village.



Charmaine

Meet 80-year-old Charmaine and her dog, Muppet. "I've been here 2.5 years now and I wouldn't be here without her. I wash her in my room with the handheld shower and sit in the shower chair myself. She has a little garden at my place and can go in and out. She is great company, I'm very lucky to have her here."

PRIORITY 2

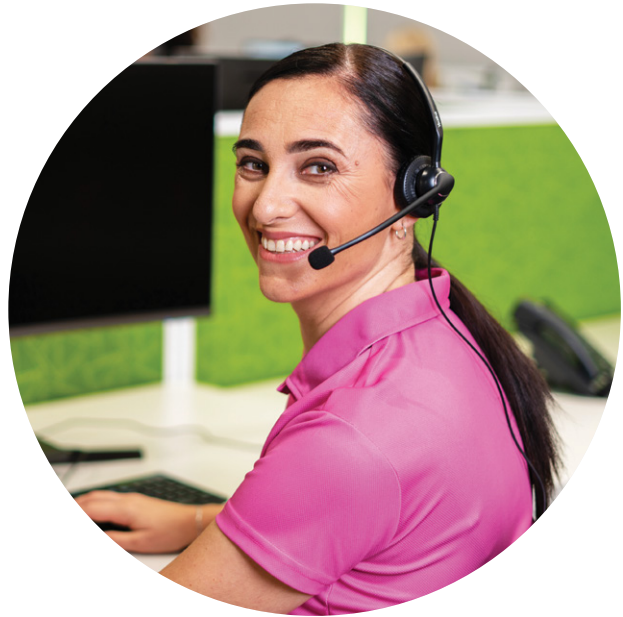


PEOPLE

People will be partners in our mission and thrive in a culture that attracts, welcomes, retains and develops people to meet current and future participant, client and resident needs. Our people will experience a workplace that is safe, inclusive, collaborative, focused and fair.

PEOPLE

People rely on us, and we rely on great people. We value our caring, encouraging and nurturing team members who embody our vibrant culture so we can continue to do what we do best.



1,632

TEAM MEMBERS INCLUDING COMMUNITY, RESIDENTIAL, NDIS LOCAL AREA COORDINATION, BUSINESS CENTRE AND VOLUNTEERS

45

LANGUAGES SPOKEN BY TEAM MEMBERS

54

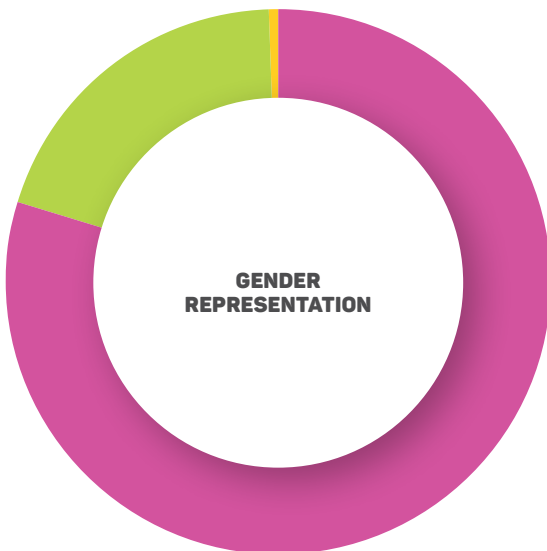
DIFFERENT NATIONALITIES

18

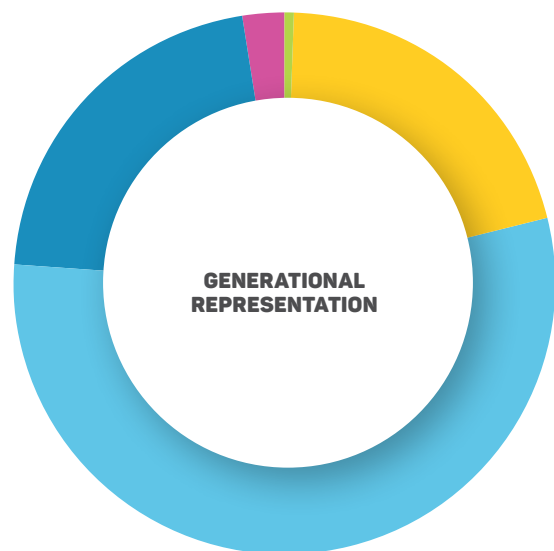
TEAM MEMBERS WHO IDENTIFY AS ABORIGINAL OR TORRES STRAIT ISLANDER

56

TEAM MEMBERS WHO IDENTIFY AS HAVING A DISABILITY



- Female 81.81%
- Male 18.01%
- Unspecified 0.18%



- Interwar (age 74–91) 1.35%
- Baby Boomers (age 55–73) 29.29%
- Generation X (age 39–54) 32.84%
- Millennials (age 24–38) 29.90%
- Generation Z (age 23 and less) 6.62%

STORIES OF OUR PEOPLE

COMMUNITY

From data analyst to community champion

Meet Ammorie Ormsby. She was a data analyst for ten years, but her heart simply wasn't in it. So she took the leap and did a certificate in aged care before becoming a community support worker in Port Macquarie.

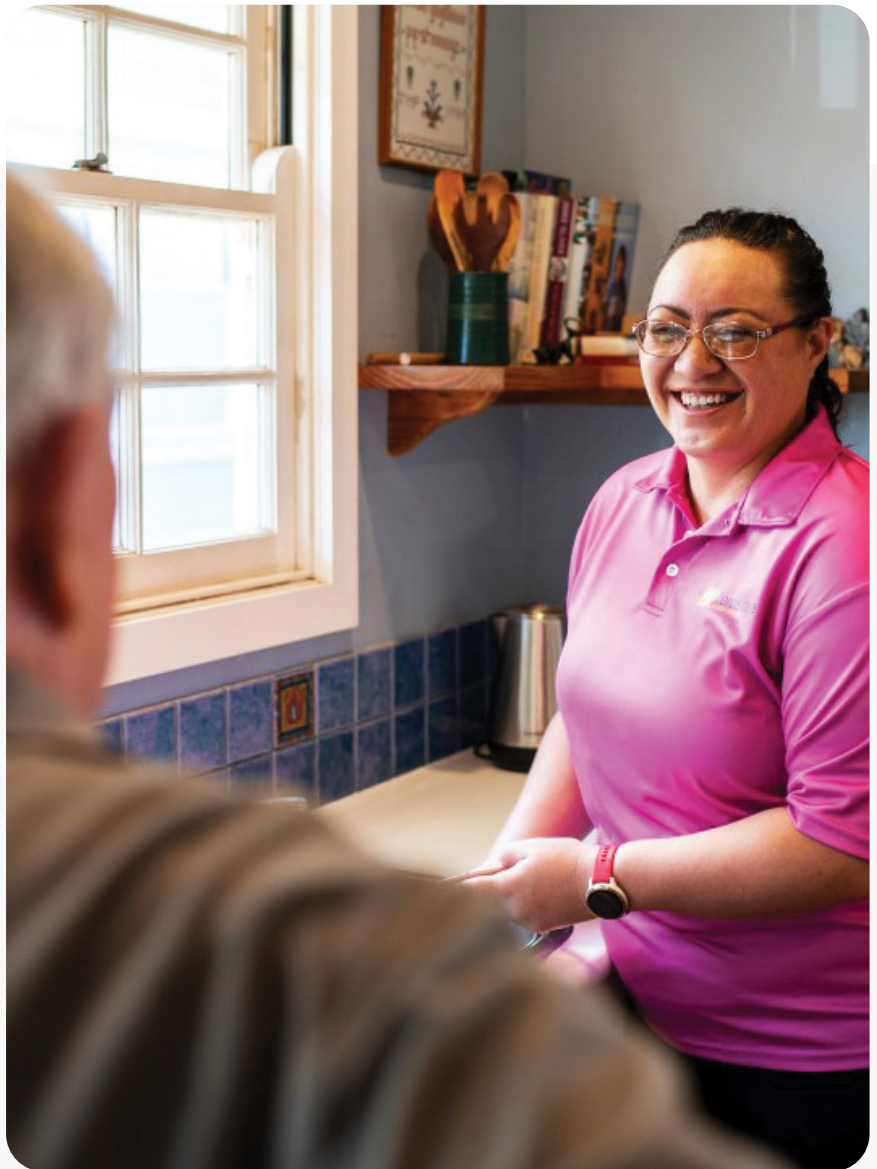
Ammorie has worked for Feros Care for six years now, supporting older Australians within their home and in the wider community.

She knows that she can be a big part of someone's day, and she is well-aware of the differences she can make.

"It's the small things that clients really appreciate. Coming in and helping them in their day to day life goes a long way to ensuring they can explore the world in a different way, or enjoy their lives more."

For example; Ammorie recently picked out a special gift for a client who is from New Zealand.

"I'm a New Zealander as well, and I knew she hadn't been to New Zealand for a long, long time. So



the day before I went to her house, I went to a fruit and veg store and I bought a New Zealand fruit, a feijoa."

"The smile on her face was unbelievable. And it just brought

back so many memories of times that she had in New Zealand.

"That was a real highlight for me, I was just beside myself as well. I really felt as though I was able to give back."

Click here to read the full story, or visit feroscare.com.au/meet-ammorie

LOCAL AREA COORDINATION

Talking about the things no-one wants to talk about

Richa Sharma Aryal is a Community Development Coordinator with Feros Care, passionate about tackling the issue of suicide and postvention care in the disability sector.

As a social worker, Richa realised that people often don't know where to turn when they need support after a loved one dies by suicide.

Richa worked with national organisation StandBy Support After Suicide to create an information booklet called HOPE.

HOPE provides suicide postvention support and information for individuals, families, friends, witnesses, first responders, service providers, groups and communities impacted by suicide, enabling them to "improve their resilience, functioning and wellbeing".

"People don't really want to talk about disability and suicide," says Richa.

"There is a huge stigma not just around suicide, but around the disability itself. We don't talk about



the person's mental health.

"A person with a disability has 10 times more challenges than what I have to face. And at some point in their mind, they might think about giving up."

Finding help, she says, can allow a person to better support others and she hopes the resource will encourage conversations about suicide and foster future pathways with more support and less stigma.

[Click here](#) to find out more about the booklet and Richa, or visit feroscare.com.au/meet-richa

RESIDENTIAL

Our very own Elizabeth Von Der Heidt found herself in the news this year, famous for the 20 years of her life that she has dedicated to working at Feros Village Byron Bay.

Elizabeth was originally a preschool teacher. She started in the Village as a volunteer, and won the residents over with her rendition of 'It's a Lovely Day Today' by Ella Fitzgerald.

"I walked in, sat in the courtyard with the ladies and started singing. Everyone was clapping and singing along. We were so happy."

The next day, she was walking past to go to the supermarket.

"One of the managers saw me and said, 'Liz, you've got to come to work'. And I said, 'No, I don't work here. I'm just a volunteer'."

"But the residents had asked for me to come back and work there, and so I came."

She made headlines for Aged Care Employee Day, urging others to come and try the career that she adores.

"I love people. Some of our residents don't have someone visit them every day, and so I've become like a granddaughter to them."



"I'll never retire. I'll just book myself in at Feros when I get older, because I like it so much!"



INCLUSION & DIVERSITY AT FEROS CARE

At Feros Care, inclusion and diversity are so much more than just corporate buzzwords. We believe that everyone matters at Feros Care, and we want to ensure that our team members are as diverse as the communities in which we work.

We focus on employment opportunities and providing a safe and supportive environment for all team members.

This year, our Inclusion and Diversity Strategy launched, which sets out our vision, goals and strategic intention for the next three years.

It outlines our focus on five key areas, being:

1. People who are Culturally and Linguistically Diverse
2. Aboriginal and Torres Strait Islander peoples
3. People who identify as living with Disability or Neurodiversity
4. People who identify as LGBTQIA+SB
5. Gender

The Pride Support Network

Our Pride Support Network has now been operating for 18 months, open to both those who identify as a member of the LGBTQIA+ community and allies. The Network has worked towards developing important, useful resources such as an inclusive language document. They also do planning for key events such as Pride Month, and are currently working towards achieving a rainbow tick accreditation for the organisation.

[Click here](#) to find out more, or visit feroscare.com.au/pride-support-network

Our Cultural Learning Strategy

We have committed to providing each of our team members with cultural awareness training opportunities, ensuring each of us has the opportunity to learn more about our Aboriginal and Torres Strait Islander communities and are in a position to truly become allies. This provides a roadmap for building cultural competence and intelligence across Feros Care.

Most senior leaders and board members have completed the Seven Steps to Cultural Training, which assists team members to understand cultural practices, culturally appropriate language, how to engage respectfully and how we can all play a part in Reconciliation.



OUR RECONCILIATION ACTION PLAN

Our Reconciliation Action Plan (RAP) Working Group was established in 2021 to work towards the draft to be submitted to Reconciliation Australia. This Working Group is chaired by the Executive Manager, Disability and Community Development, and consists of all Executive staff and a number of other managers and staff member from our service lines.

We received conditional endorsement from Reconciliation Australia in June 2022. We now look forward to implementing our RAP across all services lines, collaborating and partnering with local First Nation communities to ensure our RAP considers the unique and diverse needs of the Aboriginal and Torres Strait Islander communities we serve.

We want to honour and focus on the five dimensions of reconciliation; historical acceptance, race relations, equality and equity, institutional integrity and unity.

Our efforts towards reconciliation to date have included the following:

- We established our Aboriginal and Torres Strait Islander Staff Network, Yarn'n Circle in June 2020, providing a safe space to connect and share information. This has resulted in initiatives such as our NAIDOC Leave policy for First Nations staff.
- We continue to be passionate about supplier diversity, accessing products through First Nations suppliers such as Nallawilli Officewears. We also work with organisations who actively support and recruit an Aboriginal and Torres Strait Islander workforce.
- We are proud of the projects we have been involved with, such as the Pathways Project in collaboration with Girudala Cooperative in Bowen; our Murri Court Partnership with the NDIA; and our elder engagement with Janandi Aboriginal Cooperate in the Dja Dja Wurrung community.
- NAIDOC leave provisions were introduced this year to enable leave to be used by Aboriginal and Torres Strait Islander employees, providing the opportunity to participate in local cultural festivities associated with NAIDOC week.
- We continue to align ourselves as a Gold Partner to Bond University's Indigenous Scholarship and Support Program. Channelled through the Nyombil Indigenous Support Centre, the matrix of financial, academic, cultural, and personal support tailored specifically for Indigenous students has seen Bond University achieve one of the highest retention rates in Australia for its students as a result of this support program.

PRIORITY 3



IMPACT

Advocacy for social change will have positive impacts and be informed by the voice of our customers in the pursuit of better health, wellbeing, cultural, and social connections. We will courageously influence and advocate for social change, including the elimination of societal barriers that prevent inclusion and challenge public perceptions, and the stigma associated with ageing and disability.

BE SOMEONE FOR SOMEONE

We established Be Someone For Someone in 2019 to support the most vulnerable of people and tackle devastating impacts of isolation and loneliness. With one in four Australian adults identifying as lonely, we wanted to empower people to live connected lives.

As a charitable initiative, it's now going to the next level and integrating fundraising efforts and resources to be delivered through the Feros Care brand.

This will see us better optimise our fundraising and support programs and achieve our mission of helping more people live healthier, happier and better-connected lives.

We're very proud of the work we all do at Feros Care, as a charity that is committed to making a real difference to the vulnerable communities we serve. We look forward to driving forward our social and charitable responsibilities.



Some Be Someone For Someone

HIGHLIGHTS FOR 2021-22

- Secured a new \$1.2m partnership to advance social prescribing innovation, helping people reconnect as a route to health and wellbeing
- Continue to distribute letters to vulnerable seniors through the 1,000 Notes of Friendship Program – which has now extended to school children, taking us close to 3,500 letters since the COVID outbreak
- Completed our third More the Merrier campaign, supporting almost 300 people with the gift of connection at the loneliest time of year
- Raised over \$15,000, given directly to people severely impacted by the 2022 Northern Rivers Floods
- Officially launched our Friendly Bench in the Seniors Gardens on the Gold Coast
- Appointed onto COTA's advisory panel assessing the impact of COVID -19 on the mental health of Older Australian on behalf of the Mental Health Commission
- Completed our Beat the COVID Blues program in the Hunter Valley, helping seniors to reconnect after COVID, with an invitation to showcase our work at the Hunter New England Central Coast PHN Innovation Awards night

How to help

At Feros Care, we continue to be a charity that is committed to making a real difference to the vulnerable communities.

Whether you'd like to make a donation, fundraise on our behalf, partner with us as an organisation or volunteer your time, putting your name to the work of Feros Care will impact the lives of others for years to come.

A donation helps us to implement and scale impactful programs, bringing hope to Australians unnecessarily grappling with loneliness.

Or, if you're unable to donate right now, here are some other ways you can help.

In Memoriam Giving – Remember a loved one, or be remembered, by giving a financial gift to bring hope and friendship to someone else.

Gift In A Will – By leaving a gift to Feros Care in your Will, you can leave a personal legacy that will help to reduce loneliness for generations to come.

Corporate & Philanthropic Partnerships – We offer plenty of benefits to organisations that partner with us. Your valuable support can come in many forms, including financial contributions to fund impactful programs, professional expertise, advocacy, referrals and volunteering. We can also tailor programs to suit you. Contact us to learn more about how your organisation can get involved.

Donate Your Time – For lonely seniors, your time could be the most precious gift you can give. Find out how wonderful it feels by joining Feros Care's volunteer companionship program, In Great Company.

Click here to find out more,
or visit feroscare.com.au/howtohelp

KEY IMPACT PROGRAM

COMMUNITY CAPACITY BUILDING PROJECTS

At Feros Care, we're big on collaboration. We've always consulted widely with our communities, and our co-design principles help to ensure that we're continuing to hear everyone's voice to create projects with the people they are meant for.

This has made us leaders in the field of Community Capacity Building Projects, with our initiatives working hard to make communities more accessible and inclusive for all people.

By combining knowledge and resources with key partners, we're proud to be the trend-setters; producing events, programs and projects that are true game changers, especially in communities that often have the most difficulty accessing what they really need.

Kids in Sport

Feros Care has stepped up through our new 'Kids in Sport' program to support families financially in the Bowen and Collinsville communities, so that more kids can get out there and get involved with their local communities.

Run by Mackay Local Area Coordinator (LAC) Carrie Elliott, we have teamed up with the Bowen Neighbourhood Centre to offer additional financial assistance to families using Queensland FairPlay vouchers. Sponsorship money goes towards additional fees, uniforms and whatever equipment families might need for their kids, such as mouth guards and shin guards.

"The community is feeling a big financial burden, with the cost of general daily living rising," Carrie says. "Couple that with the decrease in sport due to COVID, and there's been a huge strain on mental health in Bowen and Collinsville."

"This means that families doing it tough can now get their kids into



sports without baulking at the costs. No one has to miss out!"

A big component of the initiative is also for Feros Care to work with more sporting clubs, encouraging them to be 'Welcoming Clubs' to

everyone – regardless of their ability. Even if someone doesn't want to play a sport, or is unable to, they can still get involved in the cheer squad or support with team help and involvement.

Click here to find out more about the program, or visit feroscare.com.au/kids-in-sport

Swish Table Tennis



Feros Care partnered with the local community and Life Skills Australia to bring a SWISH table to Townsville, making sport more accessible for those with vision impairment.

The SWISH tables are built with barriers on the sides so the ball can't roll off, and a board in the middle which the ball rolls under and to the other person. The balls have a bell inside which makes a sound when hit with the rectangular Swish bat.

It's an ideal way for people to come together, as people without a vision impairment play the game blindfolded alongside those with vision impairment.

The tables also debuted at the 2022 North Queensland games in Townsville - the first event to include and host a SWISH event as part of its overall tournament.

Feros Care arranged for the tables to be included in the games and sponsored 14 players to take part in the events.

21-year-old Casey Bojack won a silver medal for her singles games and a bronze medal for points accumulated throughout the day. "I've never won medals before. I was chuffed. Not having very good vision has meant I haven't played a lot of sport. And I like sport, but my vision means it's tricky trying to navigate everything."

Click here to find out more,
or visit feroscare.com.au/swish-tables

Click here to watch us on Sunrise,
or visit feroscare.com.au/sunrise-swish

Employment Expos

We have been proud to host multiple employment expos across our LAC regions. This included the Townsville Self-Employment Expo to link people with disability with mentors within the community, assisting with the creation and fulfilment of business ideas, and ensuring employment sustainably.

54 attendees were successfully linked with the employers, government agencies and business supports that could help bring their business idea to life.

Or Movers and Makers, the first market and self-employment expo in Adelaide to provide opportunities and support for people living with a disability who are running their own businesses – or would like to.

Over 30 business owners attended the inaugural Christmas-themed market organised by Feros Care, selling all kinds of handmade wares at their stalls.

We also saw success from the All-inclusive Employment Expo in Hewett South Australia. Held in September 2021, the interactive, all-inclusive day supported the local community to discover pathways to employment, education and volunteering.



Click here to find out more,
or visit feroscare.com.au/ndis/projects

KEY IMPACT PROGRAM

FEARLESS FILMS S3

We were proud to launch Fearless Season Three on International Day for Older Persons, 1 October 2021.

Season Three is a collection of five short films that showcase stories of senior Australians who are anything but retired.

These rockstars of ageing are still giving 100% in their careers or fearlessly volunteering their time



for others – all of this at 70 years and over!

The films challenge traditional views and stereotypes

around ageing. From camp drafters to driving instructors, tarot card readers and more, they are truly unmissable.

Click [here](https://feroscare.com.au/ff3) to watch the films, or visit feroscare.com.au/ff3

KEY IMPACT PROGRAM

ASK GRAN NOT GOOGLE

Ask Gran Not Google is our initiative to encourage intergenerational connection in a fun, educational and positive way. A major focus this financial year, with federal funding ending, was to make the program sustainable beyond June 2022.

Having already launched our online school resources, we engaged Intergenerational Learning Australia to evaluate the resources and provide feedback and improvements.

We also launched our #DoItForTheGran campaign. This campaign graduated from primary and high school to target young people aged 18-25.

Research showed that young people in this age group view ageing as negative, associating it with loss - loss of health, loss of hearing, loss of mental capacity, loss of income, to name a few examples.

We engaged with micro-influencers in this age group to create content showcasing the richness that connecting with seniors can bring into young people's lives.



Olympic diving and TikTok star, Sam Fricker was our Ambassador, appearing on television to talk about the concept and creating a heartwarming TikTok story with his own grandmother.

Ask Gran Not Google remains an active program and our team will continue to review and renew the concept, ensuring that we continue to champion seniors and intergenerational connection.

- 113,00 Students participated in school resource program
- 500,000 people reached with the #doitforthegrans campaign
- 3 million impressions for Ask Gran Not Google content on social media

VISIBLE ME

Betty Gregory is 91 years old. She's jumped out of a plane not once, but twice – once on her 80th birthday and once on her 85th. She also loves hot air ballooning, tap dancing and performing burlesque.

Joe Feeney is 88. His childhood in a Scottish children's refuge inspired him to become a Westfield Santa. He's been doing it for 16 years and, along the way, donating hundreds of dollars' worth of gifts to kids in need.

92-year-old Kevin made the sport of skipping popular in Australia. He still trains every night, doing weights, sit-ups and squats. He says that you 'don't stop exercising because you grow old, you grow old because you stop exercising'.

Betty, Joe and Kevin are three seniors with three unique, inspirational life stories. But they do have a few things in common – they all starred in our Visible Me project, born when we realised that there were older Australians with incredible stories to tell, and younger Australians that could really benefit from hearing those stories.

"We didn't go looking for stories," says Tarnya Sim from Feros Care. "We went looking for seniors willing to tell their stories, and for society to know the value of these stories. We wanted to give people opportunities to participate and contribute to their own community, while reminding others that seniors should be seen and celebrated."

The result? 29 seniors, aged between 73 to 100, showcased in both digital and physical form through the art exhibition.



[Click here](https://feroscare.com.au/visible-me) to view the gallery online, or visit feroscare.com.au/visible-me

KEY IMPACT PROGRAM

IN GREAT COMPANY

In Great Company is a free volunteer program designed to connect seniors based in the community in need of social connection and support with caring, friendly, reliable, and enthusiastic volunteers.

This program was born out of a need for a service that creates a real difference in the lives of people and those volunteering their time to give back.



262 ACTIVE VOLUNTEERS THROUGH THE YEAR

18,240 ACTIVE VOLUNTEER HOURS

INTERESTED IN JOINING IN GREAT COMPANY?

Click here to find out more, or visit ingreatcompany.com.au

IMPACT STORY

The mutual benefits of being great company

Like many seniors, Heather was lonely. With very limited mobility and few visitors, her day-to-day often proved to be isolating, monotonous, and lacking the ‘sparkle’ she craved.

About one year ago, Heather found out about In Great Company, a free volunteer program designed to connect seniors in our community with friendly, enthusiastic volunteers.

Heather was placed with volunteer Glenys, and liked her “immediately”.

“We have many similarities so there’s always lots to talk about and laugh about, and that’s so important for someone in my situation.”

Glenys is also quick to emphasise how much she enjoys the company, and how grateful she is for finding a new friend. Now that she’s retired, visiting Heather breaks up her day, provides an opportunity to socialise, and keeps her mind active.



“It benefits us both for many of the same reasons,” says Glenys. “Sharing thoughts, experiences and fears helps validate and ease your own concerns and fears of the unknown.”

Click here to read the full story, or visit ingreatcompany.com.au/meet-heather



PRIORITY 4



SUSTAINABILITY

Effective stewardship of resources will maximise our organisational sustainability for the benefit of current and future generations.

RESIDENTIAL



Our residential teams have been working towards reform implementations, with changes taking place from October 2022.

There has been a significant funding reform, with the Australian National Aged Care Classification (AN-ACC) set to replace the Aged Care Funding Instrument (ACFI). This funding is set to better match resident care needs and ensure a more equitable distribution of funding across the sector.

Part of this funding model change is a 'care minutes' requirement, including:

- a registered nurse onsite 24 hours a day from 1 July 2023
- a sector-wide average of 200 minutes of care time (with an average of 40 minutes of registered nurse time) from 1 October 2023
- a sector-wide average of 215 minutes of care (with an average of 44 minutes of registered nurse time) from 1 October 2024

We are addressing the changes required, with the implementation of a new rostering system throughout our villages already in place ahead of the funding for this requirement commencing from October 2022.

The new system will help to improve accuracy and efficiency within the business, with paper timesheets no longer required.

We have also been preparing for the introduction of a star rating system for residential aged care, which the Australian Government is developing to help consumers make informed decisions about their aged care.

Going digital

As part of our continued progress towards the aged care reform agenda, and our commitment to sustainability, we moved to an electronic medical record system in 2022.

Our Health Metrics eCase solution is now live across all three residential villages. A point-of-care resident clinical management system, it houses all resident care items and daily activities in a single location.

The platform also manages any incidents that are raised, keeps track of resident leave or visits to hospital to ensure a smooth transition back to the village, and keeps a digital log for the team.

Our team is happy to have a greater ability to continually review and improve our quality of care in line with the Aged Care Standards.

LOCAL AREA COORDINATION

We continue to work with people in disability alongside peak bodies and organisations, influencing social policy and building capacity in communities, and working for further accessibility and inclusivity.



90,000
INBOUND AND
OUTBOUND CALLS



688
LIVE CHATS



22,170
GROW BOLD WITH
DISABILITY PODCAST
LISTENS



2,203
RESOURCES
DOWNLOADED



26
GOOD NEWS
STORIES

Our Co-Design model

In 2021, we began reviewing and refining our existing consultation process to formalise our Co-design Guiding Principles.

This process included forming national advisory groups and intensive focus groups with a wide range of people with disability from diverse groups.

We collated all the feedback and themes and convened a national workshop that united people with disability, professionals from the community and Feros Care staff to understand the top themes that came out of the national focus groups.

This has since formed our Seven Co-design Guiding Principles, which ensure we continue to hear everyone’s voice to create projects with the people they are meant for.

It’s all part of our ‘Nothing About Me, Without Me’ approach, which ensures that a person with disability takes part in every conversation about their life, their services and support.

Light Up Award

For the second consecutive year, Feros Care was privileged to receive an award at the Light Up awards.

This is the NDIA’s top-tier of recognition and acknowledgement of those who demonstrate a clear

contribution through living the values and going above and beyond the expectations of their role.

The awards include 8 award categories based on the NDIA’s Agency Values and Participant Service Engagement Principles. This year, The Feros Care Mackay LAC Team won the ‘Making a Difference’ Team Award for their Housing and Homeless Project, making us the only Partner to win an award for the last two years.

The Housing and Homeless Project started as a commitment to work at the grassroots level with some of society’s most vulnerable citizens; people with a disability who are experiencing homelessness, or who are at risk of becoming homeless.

“Special thanks to Chances Café who worked with us as a project partner on this particular project,” said Rebecca Chivers, Feros Care’s Manager of Community Development, in her acceptance speech during the winner announcements. “They provide opportunities of employment for people that are homeless or at risk of homelessness, allowing us to reach that grassroots level of people in the Mackay area.”

“This collaboration with mainstream and community services provided opportunities to holistically support those experiencing homelessness, and the project has now been embedded as business as usual.”

The Northern Adelaide Mental Health Alliance

We are proud to be part of The Northern Adelaide Mental Health Alliance, which has brought together stakeholders with a shared vision and purpose to work collaboratively and improve mental health outcomes for people in the Northern suburbs of Adelaide. Together with our partners, we have supported several community-led initiatives such as the Safe Haven Café, a key service set to be operational in late 2022.

The Alliance was recently nominated for and won a Northern Adelaide Local Health Network (NALHN) award for excellence in partnerships. The award was presented to the Alliance in recognition of the hard work and commitment shown by all members in working collaboratively to improve health outcomes for people in the North.

COMMUNITY

Change is coming

Major government reform to in-home aged care (Support at Home Program) is set to be rolled out from July 2024, with the changes aiming to:

- **Improve access to services**
- **Better align services to needs**
- **Reduce administration costs**
- **Better support independence**
- **Make aged care simpler**

The Australian Government Department of Health and Aged Care has consulted expert advisory groups, older Australians and service providers.

They have discovered that more flexibility and better communication is key for aged care clients, and that funding, assessments, goods and equipment schemes and support plans need an overhaul, with a person-centred, rights-based, risk-based new regulatory model soon to come into play.

With the government taking the time to go through several stages of consultation and carefully work through the process, we are doing the same at Feros Care.

Our internal Support at Home team are approaching the reform with a great deal of depth and clarity, preparing ourselves for the changes to better suit the needs of our clients.

By looking through the lens of our purpose, brand DNA and what makes us unique and relevant to our



clients and workforce, we are working on evolving along with the reform to continue to provide client-first, personalised and innovative holistic care.

We look forward to sharing more information and our vision for our products and services as we get closer to the Support at Home starting date of July 1, 2024.



OUR BOARD OF DIRECTORS

Feros Care is governed by a Board of Directors consisting of eight Directors. Our Board of Directors assists Feros Care in performing to its best potential.

The Board of Directors role is to provide governance and strategic direction and work effectively with senior management to ensure high quality care and service delivery. Feros Care is fortunate to have exceptionally qualified past and present Directors including existing and former company directors, finance managers, government executives, solicitors, hospital directors and business owners.

The following individuals comprised the Feros Care Board of Directors for the 21-22 Financial Year. In late June 2022, we also welcomed Janelle Manders to the Board as a casual Director.



JASON BINGHAM
Chair

JOINED: May, 2018

COMMITTEES: Member of the Nominations and Remunerations Committee

Jason is a senior commercial director by profession, with over 20 years' experience leading and supporting community value generation, ranging from civil infrastructure investment to improved service delivery and social outcomes. He is passionate about active and inclusive communities, capacity building, place-based approaches and making the very best use of available resources to deliver on organisational purpose.

Jason has worked with many types of organisations, including start-ups and SMEs, NFPs and social enterprises, listed companies and all levels of government. He is currently the Chief Procurement Officer for Australia's largest carbon neutral government organisation, which spends more than \$1 billion with local suppliers each year. He is also a long-standing board member of a pioneering philanthropic foundation, publicly recognised for its outstanding achievements in supporting communities and individuals across Queensland.

Jason holds a Bachelor of Arts (Applied Ethics), an MBA and a professional doctorate in business (DBA). He is a graduate member of the Australian Institute of Company Directors (GAICD) and is also a certified Project Management Professional (PMP).

Jason became a member of Feros Care in 2017, at a time when his family was in the throes of navigating the aged care system for the first time. He joined the Board in 2018. Jason lives in Brisbane with his wife, Niki, and their 3 children.



**COLIN
MCJANNETT**
Deputy Chair

JOINED: November, 2017

COMMITTEES: Member of the Clinical and Care Governance Committee, the Nominations and Remunerations Committee and the Finance Risk Audit and Compliance Committee

Colin McJannett has carved a long career in people care across New Zealand and Australia, working in the provision of care at executive, chief executive, governance and chair levels.

Having spent 30 years in New Zealand, Colin was involved in the development of integrated family health centres and housing for the elderly and disabled, as well as the launch of the Government’s health strategy.

Colin has an extensive history of serving on boards in the primary health and social services sector, including as Chair of the Central Primary Health Organisation (now THINK Hauora) that looks after 175,000 patients across the mid-central region of New Zealand’s North Island.

He joined Feros Care’s Board in 2017, with his goal to bring good stewardship and safeguard a robust future for the organisation. He sees Feros Care’s role as providing care through innovation, being responsive to the community and clients’ needs, and continuing to ‘operate with heart’.

His diverse resume also includes sheep and beef farming, and time spent as general manager of Product Development, and Superannuation and Unit Trusts for Westpac NZ.

Colin is a Byron Bay resident, and enjoys swimming, camping and working out at the gym.



**ANDREW
YOUNG**
Director

JOINED: November, 2019

COMMITTEES: Member of the Clinical and Care Governance Committee and the Finance Risk Audit and Compliance Committee

Andrew Young brings a wealth of knowledge to the Feros Care board, including commercial, business and strategic skills in finance and investment strategies.

His diverse career includes 24 years at Westpac Bank, where he became a senior relationship manager with a portfolio of clients. Andrew has also owned a mortgage fund and is currently diocesan property officer for the Catholic Church.

Andrew spent 18 years on the board of St Vincent’s Hospital in Lismore, where his interest in health and aged care began. Having lived in Byron Bay for many years, he has personal memories of George Feros – founder of Feros Care – ringing a bell around town to raise money for his dream, a care home.

He believes in ‘growing old gracefully’ and supports Feros Care’s leadership in people-based provision of services assisted by technology.

An avid gardener, Andrew also enjoys spending time on Byron Bay’s Clarkes Beach with his family.



**JANET
QUIGLEY**
Director

JOINED: November, 2020

COMMITTEES: Chair of the Nomination and Remuneration Committee

Janet Quigley has spent three decades in the public service across various portfolios, including health, infrastructure and foreign affairs, developing vast experience in strategic policy and program delivery.

During an 18-year stint with the Commonwealth Department of Health, Janet designed and implemented a range of health care reforms and worked closely with community and primary health networks to investigate different models of care for people with chronic illness.

During this time, she linked and interfaced with aged care, piquing her interest to discover how it was delivered at a grassroots level.

She joined the Board in 2020, having heard positive reviews from colleagues about Feros Care's technological innovations and patient-centred care.

Janet is passionate about advocating for choice, high-quality care and opportunities to contribute to the community. She has brought her expertise in macro-level government policy and strategic planning to Feros Care to 'make a positive difference to people's lives and the community'.

Janet lives in Canberra with her family.



**LYNN
WARNEKE**
Director

JOINED: November, 2020

COMMITTEES: Chair of the Finance Risk Audit and Compliance Committee

Lynn Warneke's 30-year executive career has spanned multiple industries and a wide range of organisations, including consulting and professional services, publishing, tertiary education, government and technology sectors.

She serves as a non-executive director on a number of boards and on the digital sub-committee of the Beyond Blue board. She is an advisory board member, an industry mentor in the start-up community and, as a committed Diversity Equity and Inclusion advocate, is also a member of the ACS National Diversity and Inclusion Council.

In previous COO and CIO executive roles leading large multidisciplinary teams, Lynn specialised in strategic, large-scale digital transformation, data, cybersecurity, organisational change and innovation programs.

Her long-standing commitment to the for-purpose sector, strong social conscience and history championing inclusion drew her to the Feros Care Board, which she joined in November 2020.

She appreciates the authentic customer focus of Feros Care, and the 'opportunity to make a difference' to the lives of older people and people with disability.

Lynn is based in Victoria with her family. She is a Graduate member of the Australian Institute of Company Directors, has a Grad Cert in New Technologies Law (Hons) and is completing a Master of Laws.



KATHY HEATHCOTE
Director

JOINED: November, 2021

COMMITTEES: Chair of the Clinical and Care Governance Committee

Dr Kathy Heathcote has worked in the public health system for over 30 years and has spent at least half of this time working as a University lecturer. She has general nursing and midwifery experience and public health expertise, specializing in epidemiology, research methods and biostatistics.

Kathy holds a Masters of Public Health, Diploma of Applied Epidemiology and a PhD in traumatic injuries and disability. After many years working in large institutions at the government level, it was her PhD work that inspired Kathy to strengthen her connections with the community and apply her knowledge and skills in ways that are practical and applied.

She is strongly committed to addressing social and structural inequalities in health care and outcomes, strengthening the evidence base in this area, and continually strive for the best ways to translate evidence into practice.

Having lived in the Byron Bay community for over 25 years, Kathy has a strong understanding of the area and loves to make the most of it in her spare time. You'll find her unwinding by swimming, cooking and taking her Golden Retriever for walks.



KRISTOFER ROGERS
Director

JOINED: November, 2021

COMMITTEES: Member of the Finance Risk Audit and Compliance Committee and the Nomination and Remuneration Committee

Kristofer is a highly regarded social entrepreneur and technology leader. In November 2019, he was announced as the Start-Up Executive of the Year at the CEO Magazine's Executive of the Year Awards for his role as launch CEO at Byron Bay-based Split Payments, the World's first Open Banking Real-Time Payments Platform.

Prior to joining Split Payments, he launched two of Asia Pacific's most successful peer-to-peer crowdfunding platforms, GoFundraise in Australia and SimplyGiving.com – Asia's largest online giving community operating in 20 countries, including Singapore, Hong Kong and Malaysia.

Having raised more than US\$100 million for non-profits across the globe, Kristofer was the 2014 Regional Winner for Community Impact in Southeast Asia at Talent Unleashed, an international accolade judged by Sir Richard Branson and Steve Wosniak, Co-Founder of Apple.

Kristofer presents on future trends in technology across the globe and is also a strategic advisor on fundraising and social impact for corporates and nonprofits. He lives in Lennox Head with his wife and three children.





**DON'T HOLD BACK. GO OUT. I HAVE BEEN TOO RETICENT
IN MY OWN LIFE, TO MY OWN DISADVANTAGE.**

HUGH, FEROS CARE BYRON BAY VILLAGE RESIDENT

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Aged Care • Disability Support • Technology