



A *community* where
every older person is
honoured and valued.



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ABOUT US

AMANA LIVING IS ONE OF THE LARGEST PROVIDERS OF AGED CARE SERVICES AND RETIREMENT LIVING FOR WEST AUSTRALIANS. TOGETHER, WE ENABLE OLDER PEOPLE TO MAINTAIN THEIR INDIVIDUALITY, PROVIDING WHAT IS NEEDED TO SUPPORT A FULFILLING LIFE.

We provide a range of aged care services including residential aged care, home care, and retirement living including affordable housing. Last year, we served more than 6,700 older West Australians, and we employed over 1,900 people.

As a not-for-profit organisation established by the Anglican Church in 1962, we support the mission of the church by providing the highest-quality services in the communities we serve. Amana Living operates 13 nursing homes, 17 retirement villages, two transition care facilities, six day clubs, and one of WA's largest home care services.

We also have our own registered training organisation, the Amana Living Training Institute. Our catering division, Total Catering Solutions, prepares nutritious meals for residents and clients.

Professionally trained. *Naturally kind.*



6,741

Customers served



1,901

Employees



368,103

Home Care hours
delivered



889,403

Residential Care
hours delivered

SERVICES & ACCOMMODATION

AMANA LIVING OFFERS A WIDE RANGE OF SERVICES AND ACCOMMODATION CHOICES FOR OLDER PEOPLE.

Residential Care Centres

Amana Living has 11 residential care centres in the Perth metropolitan area, one in Mandurah and one in Kalgoorlie-Boulder, providing permanent accommodation and 24-hour care for older people who can no longer live independently in the community. Our residential care centres accommodate a wide range of care needs, including dementia-specific programs to ensure those living with dementia are able to live the best life possible.

Transition Care

Amana Living's transition care services deliver quality, short-term residential care in Bull Creek and Mosman Park. These services are aimed at older people who have been in hospital and need more time and help to recover. Transition care staff work with clients to assist their return to home, or into permanent residential aged care.

Retirement Villages

Amana Living has 17 retirement villages offering a range of facilities. Our retirement villages have a mix of unit, villa and apartment accommodation. We also offer affordable housing with more than half of our retirement housing priced below market rent.

Home Care

Amana Living's home care services support older people to remain living independently in their homes for as long as possible. We provide support for domestic assistance, such as cleaning and gardening; personal care and health needs, such as physiotherapy, podiatry and nursing; and we ensure our clients remain active in their communities by arranging transport, shopping trips and social outings.

McCusker Nurse Service

Amana Living's McCusker Nurse Service offers free support and advice to carers of people living with dementia.

Day Clubs

Amana Living's day clubs provide a range of enriching activities in a caring, supported environment, such as gardening, cooking, music or crafts, plus regular outings. There are five clubs in the Perth metropolitan area, including two dementia-specific clubs, and one club in Kalgoorlie.

Short-term Restorative Care

The short-term restorative home care program provides older West Australians with a range of health-related services to help optimise their well-being and independence within an eight week, goal-oriented plan. Services include physiotherapy, podiatry, occupational therapy and social support.

Day Trips

The Kites day trips program helps older people to keep active and connected. We match individuals with others who share their interests and abilities, while having the peace of mind that assistance is there if needed.

Total Catering Solutions

Amana Living's catering division, Total Catering Solutions (TCS), produces 38,500 nutritious and tasty meals a month for our care centre residents. TCS also provides its Easy Meals delivery service for older people in the community, who can choose from more than 50 menu options.

Amana Living Training Institute

The Amana Living Training Institute is a registered training organisation that delivers accredited and non-accredited courses in aged care, ageing support, disability, allied health and community services.



CHAIR'S MESSAGE

SUE WILSON

The past financial year has been challenging for Amana Living, as it has been for all Australian aged care providers faced with protecting residents, clients, staff and volunteers from COVID-19 while maintaining services.

Western Australia has been fortunate compared to the rest of the country, however, the increased prevalence of the virus in our community has put unprecedented pressure on Amana Living's professional and caring staff.

From a Board perspective, we are incredibly grateful to the leadership team and staff of Amana Living, who have kept the organisation going throughout the outbreaks we have experienced. It has been unrelenting and very hard work.

The Board's role during the pandemic has been to support CEO Stephanie Buckland and the leadership team to ensure the organisation provides the same high level of care we did before. Consequently, we decided to postpone most of the initiatives in our strategic plan so the team could focus on serving residents and clients.

Now that Western Australia is past the winter peak and managing COVID-19 outbreaks is becoming business as usual, we will revisit the initiatives to keep moving the organisation forward. This includes the opening of the Kinross Care Centre redevelopment in 2023, a major milestone for Amana Living.

Home care growth continues to be a focus with government policy and funding supporting more older people to remain at home. We'll respond to sector reforms resulting from the Commonwealth Government's implementation of the recommendations from the Royal Commission into Aged Care.

This coming year, the Amana Living Training Institute and Total Catering Solutions will be subject to strategic reviews to examine how we can build on their success

and achieve greater strategic advantage for Amana Living.

The next 12 months will also involve managing the financial implications of the pandemic. While this year's financial results have been impacted by the costs of managing COVID-19, the organisation does have a strong balance sheet and we expect to recoup a significant proportion of the costs from government in the next financial year.

As with most things, Board membership evolves, and this past year we welcomed new Board members Dr Gail Ross-Adjie, Dr Michael Gannon and Robert Breden. Dr Amanda Boudville and Julie Harrison joined the Amana Living board in August 2022.

They replace outgoing Board members John Langoulant, Damian Gordon, Father Nick Freeland and Catherine Stoddart. We appreciate the contributions of John, Damian, Nick, and Catherine, plus we look forward to a continued relationship with Catherine in her capacity as the CEO of the Brightwater Care Group. Brightwater is part of the aged care provider alliance formed during the pandemic, and this collaboration has benefited Amana Living and the sector as whole.

Our organisation stems from the Christian ethos of providing loving care, and our 60th anniversary in the second half of 2022 gives us an opportunity to reflect on the impact of the organisation. From one home in 1965 to operating across more than 30 locations with a significant home care business, Amana Living has touched the lives of countless West Australians.

Thank you to Stephanie, the leadership team and all our staff for your contribution to Amana Living and commitment to the people we serve. Thank you also to my Board colleagues for your support during my first year as Chair. And finally, thank you to the Anglican community whose continued support plays a vital role in the services we deliver.

CEO'S MESSAGE

STEPHANIE BUCKLAND



The concept of Amana Living was created 60 years ago by The Venerable Frederick Guest who, along with Mr Jack Davies, recommended the formation of the Anglican Homes for the Aged. Archdeacon Guest believed in the words of St Augustine and often said: "The love of God is not only a gift but a task." This line applies today as much as it did six decades ago.

This year our main task has been to protect those we serve against COVID-19 as it swept through the community. We've managed 26 outbreaks, delivered high quality care despite 1410 staff in isolation, and supported more than 670 COVID-positive residents and clients. Sadly, 11 residential care residents died with the virus and our deepest sympathies are with their family and friends.

Our focus has been on the safety and continuity of care for more than 6,700 residents and clients, and our team was recognised by the WA State Government for exceptional outbreak management. To ensure our team had enough capacity for outbreak management, we decided to pause a number of our strategic initiatives, except for our new care model and the redevelopment of the Kinross Care Centre which will open in 2023.

Financially, the organisation has been impacted by high labour costs. We've relied heavily on agency staff and casuals to fill shifts due to existing workforce shortages exacerbated by isolation and illness. These shortages also led us to halting new home care client admissions for four months so we could continue meeting the needs of existing clients.

Despite these challenges, the number of home care clients grew by 24 percent to 3,230. Amana Living remains in a solid financial position, and we have the capacity to weather the storm thanks to prudent financial management and surpluses achieved in past years.

We have realigned our priorities for the next financial

year to focus heavily on our workforce. In the first half of 2022/23, we will introduce a new vision, mission and values to inspire our staff and strengthen our culture.

Our new vision is to create a community where every older person is honoured and valued. It was developed based on feedback from our staff, and it is strongly tied to the fourth Anglican Mark of Mission to transform unjust structures, and extends to challenging ageism in society.

Our new mission emphasises helping our residents and clients to maintain their individuality, providing what is needed to support a fulfilling life. The values of compassion, inclusion and trust reflect our Christianity and role as an agency of the Anglican Diocese of Perth.

We'll continue to advocate for sector reform, utilising our positive relationship with government and partnership with six like-minded WA aged care providers formed early in the pandemic. It was through this partnership that we were able to influence the State Government's decision to develop a workforce strategy for the healthcare and social assistance sector.

At a Federal Government level, we welcome the new government's commitment to fully fund proposed wage increases. The Albanese Government has also listened to provider concerns about rushing the implementation of the new in-home aged care program and has now delayed its implementation to July 2024.

Overall, I am optimistic about the future. Amana Living has endured many changes over the 60 years but our commitment to delivering high-quality care in accordance with Christian values has been unwavering. I look forward to our continued role supporting older Western Australians to lead fulfilling lives.

BOARD MEMBERS

AMANA LIVING'S BOARD PLAYS A VITAL ROLE IN THE ORGANISATION ACHIEVING ITS PURPOSE. OUR VALUED BOARD MEMBERS INCLUDE:



SUE WILSON BJURIS, LLB, FGIA, FICSA, FAICD
CHAIR; CHAIR OF GOVERNANCE SUB-COMMITTEE

Sue joined the board in 2017 and was appointed chair in September 2021. She also chairs the Governance Sub-committee. She was deputy chair from 2019 to 2021. Sue has extensive leadership and governance experience in the mining, banking and education sectors.



TIM URQUHART BArch (Hons)
DEPUTY CHAIR; FINANCE & AUDIT SUB-COMMITTEE

Tim was appointed to the board in November 2016. He is deputy chair and a member of the Finance and Audit Sub-Committee. Tim is the Director of Property, Facilities and Development at Curtin University, leading a complex portfolio responsible for the capital development and management of the University's campuses including a billion-dollar investment into a global innovation precinct.



JENNIFER DELANY VAESSEN BCom CA
TREASURER; CHAIR OF FINANCE & AUDIT SUB-COMMITTEE

Jennifer was appointed to the board in December 2018. She is Treasurer and Chair of the Finance and Audit Sub-Committee. Jennifer is a Partner and Head of Finance Assurance for Deloitte Australia.



IAN THUBRON MA (Cantab.), MAICD
BOARD MEMBER; GOVERNANCE SUB-COMMITTEE

Ian was appointed to the board in June 2020. He is Principal of Asia Strategies, a strategic and advisory firm to companies and brands wishing to enter Asian markets or increase their engagement in the region, as well as Principal at Axito, a growth consultancy. Ian is Chair of Blue Tree Project, a director of Good Samaritan Industries, and a Parish Councillor at Christ Church Claremont where he chairs the Development Committee.



DR GAIL ROSS-ADJIE RN, MCLINNURS, GRAD CERT BUSADMIN, PHD
BOARD MEMBER; CLINICAL & CARE SUB-COMMITTEE

Gail was appointed to the board in July 2021 and is Chair of the Clinical & Care Sub-Committee. Gail has extensive senior nursing experience across a variety of clinical areas. She is an experienced nurse researcher and is currently a Senior Lecturer in the School of Nursing and Midwifery at the University of Notre Dame, Fremantle.



DR MICHAEL GANNON MB BS (W.A.), MRCPI, FRANZCOG, FAICD, FAMA
BOARD MEMBER; CLINICAL & CARE SUB-COMMITTEE

Michael was appointed to the board in December 2021. He is a consultant obstetrician and gynaecologist at St John of God Subiaco Hospital. He has extensive experience in clinical audit and risk. Michael is Chair of the Perinatal & Infant Mortality Committee at WA Health. He is President of MDA National. He is a board member of the Australian Medical Association in WA and a former state and national President of the AMA.



ROBERT BREDEN BCom (Hon), GAICD
BOARD MEMBER; FINANCE & AUDIT SUB-COMMITTEE

Rob was appointed to the board in December 2021. He has extensive global experience in international finance and capital markets and was previously a managing director of global investment bank Morgan Stanley. Rob is currently the general manager of Peel Renewable Energy, where he has led the development of the Peel Industrial Renewable Energy Microgrid project.

Amana Living welcomes two new board members in 2022/23



DR AMANDA BOUDVILLE FRACP, MBBS UWA
CLINICAL & CARE SUB-COMMITTEE

Amanda was appointed to the board in August 2022. Amanda is Head of Aged Care and Rehabilitation at St John of God Midland Public and Private Hospital and is an experienced geriatrician and stroke physician. She sits on Council for the Australian and New Zealand Society of Geriatric Medicine, chairing the Policy and Planning Committee, and on the SMHS board, chairing the People & Culture and Engagement



JULIE HARRISON GAICD
GOVERNANCE SUB-COMMITTEE

Julie was appointed to the board in August 2022. She is the Managing Principal, Communications and Stakeholder Engagement for Aurecon, Australia and New Zealand. Previously, Julie has been a Partner - Consulting, at Deloitte Australia, and Business Transformation lead at Fujitsu Consulting Australia. She is also Deputy Chair of the Patricia Giles Centre for Non-Violence and a board member of Water Polo WA.



CHAPLAIN'S MESSAGE

REVD JENI GORING

The role of the Chaplaincy team has never been so important at Amana Living with spiritual needs at an all-time high.

Most of our time has been spent supporting residents and staff in COVID-19 situations, providing an opportunity for people to share their fears and concerns. Our chaplains have shared precious moments with residents in isolation, providing welcome companionship during challenging times.

Families have appreciated the chaplains spending time with their loved ones when they have not been able to visit. This additional time also supports our staff as the chaplains offer a listening ear and calm presence.

We've provided hope to those who were isolated and troubled, and created opportunities to share joyful times with our residents and staff.

Chaplains visit residents in every retirement village on a weekly basis. We are also fortunate to have the support of parish priests who lead worship services at several of our villages. This is an important opportunity for less mobile residents to continue their religious traditions, as well as a chance to build vital social connections.

This year we marked the 25th anniversary of Frederick Guest Hostel with a service led by Bishop Kate Wilmot, along with the 20th anniversary of the installation of a stained-glass window by the family of one of our founders, Reverend Frederick Guest, and Mrs Guest. We also celebrated the 50th anniversary of St Francis Court with a service led by Bishop Jeremy James.

The annual Dedication of Service for Senior Staff in March enabled leaders across the Amana Living community to worship together. Archbishop Kay Goldworthy's address focussed on the hope found in the Christian faith considering current challenges and experiences, which provided staff with much comfort.

Amana Living Sunday was held at St George's Cathedral in late 2021, celebrating the wonderful work by our organisation to support older people in WA. It was also an opportunity to give thanks to our staff.

Amana Living's volunteers continue to provide vital support to our residents and clients. The Volunteer Pastoral Care program, introduced in 2012, comprises a dedicated group of parishioners who have a calling to minister in aged care.

The No One Dies Alone Companion (NODAC) program now consists of approximately 60 volunteers who kept vigil at the bedsides of residents in 13 Amana Living residential aged care centres. This pioneering program will be introduced in Mandurah and Kalgoorlie in the coming year.

The Chaplaincy team plays an integral role in delivering holistic care at Amana Living and I give thanks for the chaplains' dedication and commitment during a challenging year.



Amana Living Sunday service with Revd Georgie Hawley, Revd Ros Fairless, Darcy Rowe, June Omerod and Revd Jeni Goring

PREPARATION IS THE KEY TO MANAGING COVID

AMANA LIVING HAD BEEN PREPARING FOR THE FULL IMPACT OF COVID-19 SINCE THE PANDEMIC WAS DECLARED IN 2020.

Early on we established a strong governance structure consisting of a steering committee, Outbreak Management Team, and outbreak planning groups.

They have developed policies, procedures and programs for staffing, training, vaccinations, PPE, communications, logistics and more.

Staff are fully trained and resourced so they can skilfully deploy outbreak management plans, while protecting their own health and well-being. A team of Employee Liaison Officers have supported more than 1,600 employees required to isolate.

An infection prevention and control team, nicknamed the orange team because of its distinctive orange uniform, has been in place since July 2020. The orange team has upskilled all staff and provides specialist support to our residential care centres exposed to COVID-19.

We've remained vigilant throughout the pandemic, screening all staff, residents, home care clients, and visitors for symptoms of COVID-19, plus we introduced rapid antigen testing for all staff. A successful vaccination program for residents and staff added another layer of defence.

We've also significantly expanded our capabilities and resources, adding a contact tracing team and investing in our own central PPE store so we're not dependent on external sources.

Communication has been a constant. We regularly update residents and families about any COVID incidents. Families also appreciated the introduction of a 'named visitor' policy, which allows a family member to visit an outbreak site once it has been stabilised. We are now transitioning the management of COVID-19 to business as usual.

Our team has done an amazing job providing exceptional care during an intense period thanks to their skill and preparation, and support of our community.



Lee Gatland visiting his mum Jacqui Gatland

The human face of COVID-19

Closed borders separated millions of Australians from loved ones during the early days of the pandemic. For Lee Gatland, it meant he couldn't see his mum, Jacqui, for two years as he lived in Sydney and his mum lived at Amana Living's Frederick Guest Hostel in Bull Creek.

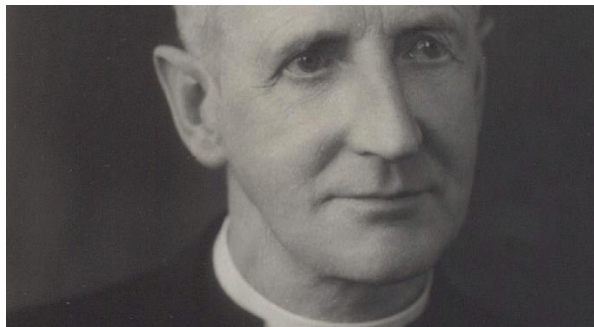
This is why Lee jumped on the first plane to Perth as soon as interstate travel resumed. Lee explains: "I arrived on the first plane into Perth at 9.30am and headed to see mum at Frederick Guest. Unbeknown to me, the care centre had closed to visitors just an hour before due to an outbreak. I explained to staff that I'd flown from Sydney specially to see mum and was due to head back the next day. After checking my vaccinations were in place, conducting a rapid antigen test, and putting me into PPE, they went out of their way to give me time with mum even telling me to stay as long as I liked.

"This meant a lot. I knew mum was in a good place and that her welfare was the priority of the staff. My visit was more about knowing I'd done everything I could to see her, and it provided me with enormous comfort being able to spend time with her."

60 YEARS OF AMANA LIVING

1962

The inaugural meeting of Anglican Homes for the Aged is held.



Archbishop Moline

1965

Moline House, the first Anglican Home, opens in Karrinyup.

1968

Wearne House opens in Mandurah, providing care for older people in the Peel region.



The original Wearne homestead

1980

A full-time chaplaincy service is established.



Father Stuart Good

1985

Lefroy Hostel opens, leading the provision of specialist dementia accommodation in WA.



Mrs Grace Wilson, Dr Richard Lefroy, and Lefroy the cat

1990

Sir James McCusker Training Project opens, pioneering dementia care training.



Helen Robson with a bust of Sir James McCusker

1992

Anglican Homes begins providing care services at home.

1995

Kinross Care Centre opens to respond to the growing number of West Australians living with dementia.

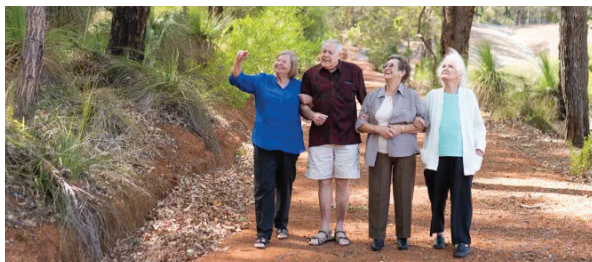
Club Lefroy opens in Bull Creek to provide a social outlet for people with dementia.

1996

Anglican Homes Catering, now Total Catering Solutions (TCS), opens in Bassendean.

1997

Seniors Holiday Program, now Kites, provides outings for seniors.



Clients enjoying an outing

2006

Anglican Homes becomes Amana Living to reflect the variety of services provided.

2011

McCusker Nurse Service begins providing support for carers of people with dementia.



Tonya and Malcom McCusker

2014

The 3Rs is launched to acknowledge the right people, doing the right things, in the right way.

Transition Care commences at Cottesloe and Mosman Park, helping older people recover after a hospital stay.

2016

Innovative music therapy program, Tune into Life, commences.

2017

Aged care training advances in WA with the opening of the Amana Living Training Institute.



Trainer Roger Cull demonstrates medication management

2018

Amana Living recognised for its dedicated staffing model with national award.

2019

Amana Living healthcare graduate program commences.

2020

Volunteers bring comfort to residents through the No One Dies Alone Companion Program.

2021

Amana Living broke the ground at Kinross, its first major residential care development in more than a decade.



Turning of the soil with Albert Jacob, Archbishop Kay Goldsworthy, CEO Stephanie Buckland, John Langoulant, Simon Millman and Walter McGuire

TACKLING WORKFORCE SHORTAGES

CHRONIC UNDER FUNDING, LOW UNEMPLOYMENT, AND COMPETITION FOR STAFF HAS MADE IT DIFFICULT FOR AGED CARE PROVIDERS TO FIND AND KEEP THE RIGHT PEOPLE.

The pandemic has also exacerbated recruitment and retention issues.

The Amana Living Training Institute (ALTI) has been at the forefront of tackling the care workforce crisis since 2017. Yet, this year has been challenging for ALTI.

ALTI staff with clinical skills and other operational staff were redeployed to Amana Living sites experiencing outbreaks, external employers cancelled courses due to workforce pressures, and high numbers of staff and students were absent due to COVID-19.

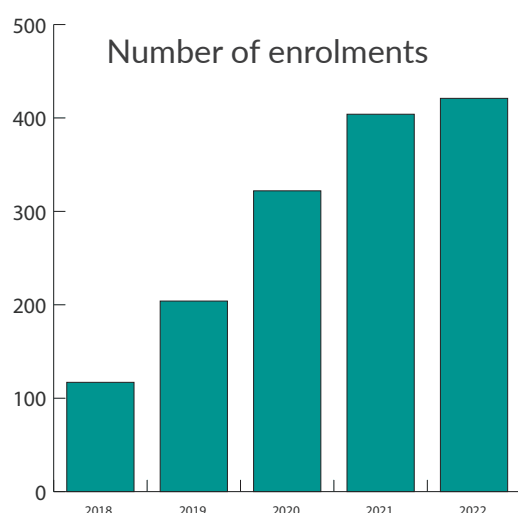
Despite these challenges, ALTI has pushed ahead with developing and delivering training programs. It now holds a 17 per cent market share in WA.

Growth areas

This year ALTI achieved 421 accredited care qualification enrolments with the biggest jump in allied health qualifications, mainly at the Certificate IV level.

ALTI also experienced a surge in demand for accredited short courses, exceeding growth targets with 1,804 enrolments. This was due to WA employers taking advantage of the State Government-funded COVID-19 Skill Sets to upskill their staff in infection control.

This is an increase of 140 per cent over two years.



Traineeships

Over the past year, there has been an increased focus on traineeships to help grow the care sector workforce. Traineeships entice new workers into the sector by offering them paid work while they train.

In October 2020, the Federal Government offered employers a 50 per cent wage subsidy to encourage them to take on trainees. In response, ALTI worked with Amana Living to structure a traineeship program and recruited and supported 60 trainees to take part.

ALTI will be responsible for: conducting pre-employment job readiness training; mentoring candidates and providing them with work placements; and developing induction training for recruits and their new employer.

Home Care Workforce Support Program

The Home Care Workforce Support Program is designed to assist home care providers across Australia to attract, train and retain staff. It was announced by the Federal Government in March 2022.

In WA, the Home Care Workforce Support Program will be delivered by a consortium consisting of ALTI, North Metropolitan TAFE, South Metropolitan TAFE, and Programmed Skilled Workforce. The goal is to attract and train 1,400 new home care staff by March 2024.



Amana Living Training Institute Director Rathini Sonnadara congratulating student



Trainer John Scotland with Certificate IV graduates Isabella Popov, Glynnis Botes, Louisa Evans, Lisa Dove, Priya Ragam, Anjela Hughes, Robyn Hoy, Jenny Van Heerdan, Tracy Sam San Tive, awarded by CEO Stephanie Buckland

Leadership development

Amana Living is committed to developing the leadership potential of its staff and ALTI supports this ambition with two hallmark leadership programs.

This year, 11 Amana Living staff graduated from a Certificate IV in Leadership and Management run by Future Institute of Australia in partnership with ALTI. The program covered essential leadership skills including communicating effectively, leading others, emotional intelligence, and managing personal and professional development.

Graduate program

The Amana Living Graduate Program for clinical staff is run in partnership with Edith Cowan University, and it is aimed at early career nurses and allied health professionals. The program offers recent graduates the opportunity to develop their clinical skills in aged care, and this year 10 Amana Living staff took part.

Community programs

Outside its traditional training, ALTI introduced two new community programs this year. The first was a taster program aimed at Years 10 to 12 students, encouraging them to explore careers in age care and disability support. The second, Partners in Care, was designed to support family members and other volunteers who wanted to help care for relatives and others during a COVID-19 outbreak at a residential care centre.

ALTI's 2021/22 year in review

- Trained 626 new care workers
- Enrolled over 420 students on qualification certificates
- Enrolled more than 1,800 students on nationally accredited aged and disability care short courses
- ALTI trainers delivered 26,866 hours of training to Amana Living staff

CARING FOR OUR PEOPLE

AMANA LIVING EMPLOYS EXTRAORDINARILY PASSIONATE INDIVIDUALS AND TEAMS WHO CREATE MANY EXTRAORDINARY MOMENTS FOR RESIDENTS AND CLIENTS. OUR ROLE IS TO SUPPORT THEM AND PROVIDE AN ENVIRONMENT IN WHICH THEY CAN FLOURISH.

This year, as the pressure mounted on our staff due to the COVID-19 pandemic, we put additional steps in place to protect their safety and well-being.

We were among the first aged care providers to introduce paid pandemic leave for employees who couldn't attend work due to COVID-19. This provided staff with the reassurance that they wouldn't lose pay if they had to isolate due to government requirements.

While in isolation, employees are supported by an Employee Liaison Officer (ELO) - a role that was newly created during the pandemic. The ELOs conducted wellness checks, provided staff with guidance while they were in isolation, and put in place a clearance process to make sure staff were symptom free before returning to work. In addition, staff could speak to members of Amana Living's chaplaincy team or Benestar, our employee assistance provider.

Outside of the pandemic, we've looked at broader employment issues including how we can address social injustices impacting our staff.

Our workforce is predominantly female, and Amana Living recognises that there is a large gap between the superannuation savings of Australian men and women. As the Australian superannuation system is linked to paid work, it overwhelmingly disadvantages women who are more likely to move in and out of paid work to care for family members. This can mean many women are living their final years in poverty.

As an employer, we can help tackle this inequity. We were among the first to pay superannuation on earnings under \$450, and this reform has now become law. We've also introduced paid superannuation on both paid and unpaid parental leave for up to 12 months, ensuring our workers today are not disadvantaged in the future because of their caring responsibilities outside of work.

These are just some of the steps Amana Living is taking to look after our staff who do so much to look after the residents and clients in our care.



To recognise the hard work of staff, this year we provided staff with free family movie tickets to a Telethon Community Cinema. More than 1,200 people took advantage of the opportunity to relax and enjoy time with their families as a guest of Amana Living

STAFF AWARDS

THE 3RS PROGRAM WAS LAUNCHED IN 2014 TO RECOGNISE THE RIGHT PEOPLE, DOING THE RIGHT THINGS, IN THE RIGHT WAY.

This year, we received thousands of nominations for the awards and there were more than 200 monthly winners. Nine finalists were selected, and the winners were recognised at an 'Around the World' staff ball, the theme paying tribute to the diversity of our amazing workforce.

Congratulations to the winners of the 2021 3RAwards:



Chianne Cole, Stacey Street and Banchay Yeshaneh, Wearne House

Chianne, Stacey, Banchay were nominated for going the extra mile to ensure a resident died peacefully with the love of his life in his arms. They rearranged his room and assisted his wife to lay safely next to her husband until he passed away.



Jenean Pottier, Community Support Worker, Home Care

Jenean was nominated for supporting a client with dementia and complex mental health challenges to come out of her shell. The client has started talking again and now goes out once a week with Jenean which has helped the family immensely.



Judith Stansfield, Project Officer, Corporate Office

Judith was nominated for giving up an entire weekend to solve IT issues affecting home care rostering and payroll systems that had the potential to impact the pay of support workers.

Well done to all our finalists:

Matthew Goh

Senior analyst at time of nomination, currently workforce operations manager

Chris Kerr

Physiotherapy assistant at James Brown Care Centre

Camila Lima Marcon

Home care client services manager

Team at Frederick Guest Hostel

Nadia Neuwen

Customer service officer

Chinh Nguyen and Sandra Demidenko

Home care community support workers

Long service awards:

30 years

Teresa Kennedy

25 years

Christine Fleming
Suwannrat Gray
Carylle Harris
Celia Kerr
Maureen Kneafsey

20 years

Angela Allen
Katrine Clarke
Linda Fowler
Sharon Jack
Berina Kobaslic

Angela Rushforth
Jane Sheldrick
Sandra Vaguez
Tarresa Van Der Wedden

HEAR FROM OUR CUSTOMERS

OUR CUSTOMERS ARE THE REASON AMANA LIVING EXISTS. HEAR FROM A FEW RESIDENTS, CLIENTS AND THEIR FAMILIES ABOUT HOW WE'VE MADE A DIFFERENCE TO THEIR LIVES.

Audrey Blossoms with Kites

After a challenging marriage, Audrey thought it would be hard to make new friends. Since taking the step to join Amana Living's social outings, Kites, Audrey has discovered a new version of herself as well as firm friendships.

"I lived a very difficult life for 62 years. I reached a point where I went into isolation, sitting by myself every day, afraid to face the world. Each day was the same."

Audrey was put in touch with Amana Living by My Aged Care and found out about the Kites social outings.

"I was reluctant to take part initially and even thought about getting out of my first trip, but I was determined to keep going. Now, I look forward to the outings every week and they have taken me out of my shell."



Audrey enjoying morning tea during a Kites trip

"I've also found companionship. It has been incredible for me to realise that people do care. I was away for two weeks because I had pneumonia, and all my friends on the bus were worried about me. These people, who I didn't know before, care for me, and miss me when I'm not there. I had nobody before Kites, but I've now made all these beautiful friends."



John in his home

A Beautiful Relationship

John Boden was first introduced to Amana Living in 2008 when his wife Jean was diagnosed with frontal lobe dementia.

"Jean's face used to light up when the girls walked through the door. They understood each other, they had a love for her, and they respected her and our faith. They had a beautiful working relationship," he said.

Sadly, Jean passed away in December 2011. "Jean was struggling to eat so I took her to the doctor who said Jean was on her last lap of the race. I rang Sue Pettigrew at Amana Living who moved like greased lightning to get us a hospital bed to make Jean comfortable."

Jean's last day on earth was spent with Amana Living support worker Sonia. "I was grateful that Sonia was with Jean when she took her last breath."

After Jean's death, a new Amana Living care worker called Anita came to help John and became an extended member of the family. Anita has since retrained as a physiotherapist and John now has help from a new carer, Alys. "It's wonderful to see her face," he said.

Amana Living has now been supporting John for more than a decade. "When I needed help, Amana Living was there to give it to me. It's been a happy relationship in the main, and this comes down to the girls who have come through my door. Being a care worker is more than a job, it's a dedication, and the staff have become like friends of the family."



Jenny and Dave enjoying the Treendale lifestyle

Community Spirit Alive in Treendale

Jenny and Dave Spence traded in suburbia for country living at Amana Living's Treendale retirement village in April 2013 after bringing forward their retirement.

Dave explained: "Jenny was home alone while I was at work, so she was isolated in suburbia. We had a two-storey house, but Jen couldn't get up and down the stairs. I had had enough of work, so we decided to make the move."

According to Jenny, one of the biggest benefits of the Treendale lifestyle is the camaraderie and community spirit.

"Treendale is a good size village and people look out for each other. Plus, there's always something going on. We walk to the shops for a coffee on a Saturday morning, and there's cards that afternoon. Craft is on a Wednesday, and there's a monthly curry night. You can take part in as much or as little as you like. There's no pressure."

Help when needed

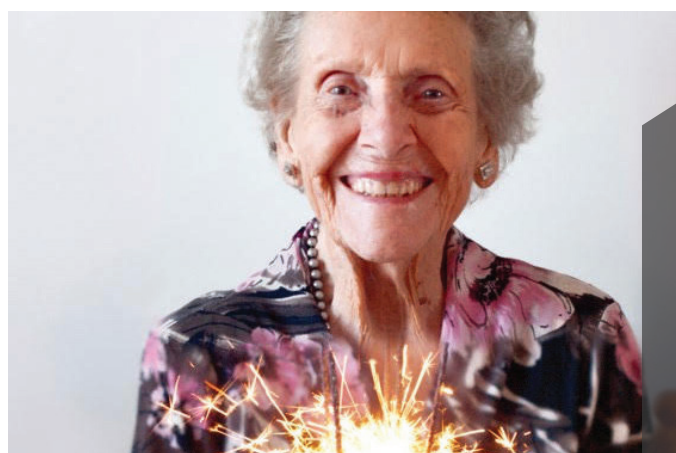
Trish Wheel's mother, Joyce, was living independently until she was 98 when she had a fall which necessitated her move into Amana Living's Frederick Guest Hostel.

Trish explains: "Mum went into rehab at St John's in Mt Lawley after her fall and they told us she couldn't return home, as it was no longer safe for her to live alone. We had to find a residential facility within a few days.

"My sister, Jane, and I were ringing everywhere to find a place and at the last minute, I called Frederick Guest Hostel. Thankfully they had a room and she moved into Frederick Guest in September last year.

"I think she's settled in quite well; she likes going down for the games, especially scrabble, and loves going out on the bus every second Thursday. She thinks the staff are lovey too."

Like most aged care centres in Australia, Frederick Guest has experienced COVID-19 outbreaks but Trish has been impressed with the response.



Joyce celebrating her 99th birthday

"They have handled the outbreaks wonderfully," she said. "The residents can sit out on their own patios and staff are constantly popping in to make sure all is well.

"I admire the staff as they are wearing PPE all shift and they manage to stay happy and cheerful. I am very impressed by all of them."

LEADING THE WAY IN CARER SUPPORT

AMANA LIVING HAS BEEN AT THE FOREFRONT OF DEMENTIA CARE SINCE THE 1980S WHEN IT OPENED THE LEFROY HOSTEL IN BULL CREEK, THE FIRST DEMENTIA-SPECIFIC ACCOMMODATION OF ITS KIND IN WESTERN AUSTRALIA.

Since then, Amana Living has extended its dementia care through additional accommodation and day clubs and, significantly, the launch of the McCusker Nurse Service in 2011.

Recognising the enormous strain on carers of people with dementia, Amana Living created the McCusker Nurse Service to provide free guidance, advice, and emotional support to carers. The service was the first of its kind and, today, it is delivered by three specialist dementia care nurses.

The support the nurses provide is vital. Half of primary carers for people living with dementia are their partners, many of whom have their own care needs, making caring for a loved one with dementia even more challenging. This challenge is exacerbated by a complicated and confusing system which results in many people living with dementia not getting the support they need.

The McCusker Nurses help a carer to manage the care needs of their loved one, which means the person

living with dementia can remain at home for as long as possible. This also relieves pressure on general health services, while preventing carers from falling through the cracks between funding bodies and service providers.

Health colleagues recognise the value of the role, and this year McCusker Nurse Beverly Jenkins was nominated for an award by Fremantle Hospital's Older Adult Mental Health Service team for going above and beyond the call of duty. The McCusker Nurse Service was also referenced as an example of innovative carer intervention at a panel hosted by Monash University's Rehabilitation, Ageing, and Independent Living (RAIL) Research Centre.

The specialised and individual advice, support, and interventions offered by the McCusker Nurses at no charge to the client are of tremendous value to the West Australian community. Amana Living takes great pride in providing this service, and it is only made possible by the generous support of the McCusker Charitable Foundation.

Last financial year, the McCusker Nurses supported more than 740 clients in Perth. Here is just some of the feedback they received.

"The contact with someone who understands what a partner is experiencing is comforting."

"That was the most useful and promising hour I've spent in about 18 months."

"The nurse is a most extraordinary and special person; she talks calmly and puts you at ease. She gives you confidence to handle the situation you have found yourself in. I absolutely loved her and her knowledge."

"She has visited and been on the phone every step of the way... with care, charm and reassurance. It is a fantastic initiative to help patients and carers receive expert advice and reassurance in a timely manner. Thank you."

"The friendly, real, compassionate intervention – so helpful to what my needs and my dad and family's needs are. Genuine empathy, and I know they deal with this each day – but it was very personal, like they just had me and my family on their minds. Thank you."

HOW YOU CAN HELP

AMANA LIVING IS COMMITTED TO FULFILLING THE LIVES OF OLDER WEST AUSTRALIANS. EVERY YEAR WE RE-INVEST OUR REVENUE INTO DELIVERING HIGH QUALITY CARE, SERVICES AND ACCOMMODATION FOR OUR RESIDENTS AND CLIENTS.

As a not-for-profit organisation, we seek the support of foundations, grant-making organisations, private businesses and individuals to help us exceed the expectations of our residents, clients, and their families.

You, too, can help make a difference to seniors in our community by lending your support to Amana Living.

Spread the word

Talk to your family, friends, neighbours and colleagues about the good work we do. You can also follow us on Facebook.

Recommend Amana Living

Talk to a friend or family member about Amana Living's services.

Make a donation

We welcome any donation, from a small one-off amount to a bequest. Donations go towards helping us deliver services above and beyond those provided through government funding.

Pursue an aged care career

Join one of Australia's largest and most rewarding sectors or encourage somebody else to do so.

Pray

Whatever your denomination, we very much appreciate your prayers for our residents, clients, families and employees.

Volunteer

Give your time to helping older West Australians by volunteering.

For more information visit www.amanaliving.com.au or call 1300 26 26 26.

In 2020/2021, we are grateful for the support of:

MCCUSKER CHARITABLE FOUNDATION



Anglican Community Fund

Giving back to the Anglican community since 1966

FINANCIALS

Summary of consolidated statement of comprehensive income for the financial year ended 30 June 2022

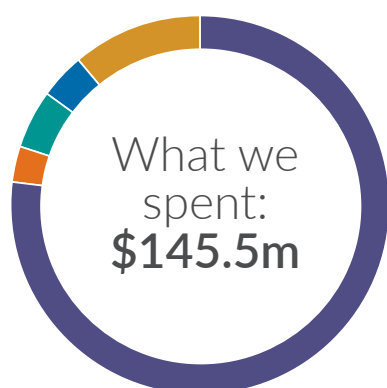
	2022	2021
	Consolidated \$'000s	Consolidated \$'000s
Income		
Revenue	136,421	129,176
Investment revenue	1,186	2,757
Other gain and losses	19	25
Revenue from ordinary activities	137,626	131,957
Expenditure		
Employee benefits	(111,410)	(97,399)
Catering and food supplies	(5,393)	(5,022)
Maintenance and repairs	(7,391)	(7,573)
Depreciation	(6,197)	(6,435)
Other expenses from ordinary activities	(15,094)	(12,667)
Expenses from ordinary activities	(145,485)	(129,096)
Operating profit/(loss) for the year	(7,859)	2,862
Changes in fair value of investment properties	(41)	-
Total profit/(loss) for the year	(7,900)	2,862
Other comprehensive income		
Changes in fair value of financial assets in OCI	(854)	1,446
Transfer from specific purpose donation	-	2
Total comprehensive income for the year	(8,754)	4,310

Summary of consolidated statement of financial position as at 30 June 2022

	2022	2021
	Consolidated \$'000s	Consolidated \$'000s
Total Assets	322,024	323,614
Total Liabilities	198,413	191,249
Net Assets	123,611	132,365
Total Accumulated Funds	123,611	132,365



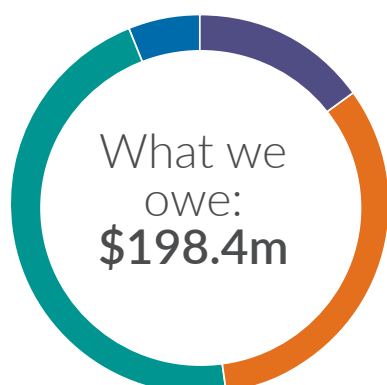
77%	Government subsidies
14%	Rent, fees & charges
5%	Other income
4%	Income of a capital nature



77%	Employee benefits
3%	Catering & food supplies
5%	Maintenance & repairs
4%	Depreciation
11%	Other expenses from ordinary activities



47%	Investment property
25%	Property, plant & equipment
21%	Cash & desposits
3%	Debtors
4%	Financial assets



15%	Trade & other payables
33%	Resident accommodation deposits
46%	Other liabilities
6%	Provisions