

2022



ANNUAL REVIEW

Balwyn Evergreen Centre



Balwyn Evergreen Centre Annual Review 2022

OUR VISION

A community where members have choice, wellbeing and independence.

OUR MISSION

Balwyn Evergreen Centre will provide quality care and services in a safe, comfortable environment to promote consumer independence, lifestyle and enjoyment.

OUR VALUES

Respect: We treat people with dignity and respect in a caring manner

Inclusion: We have a culture of inclusion and diversity

Responsiveness: We respond to changing demographics, health and social care environments

Accountability: We are accountable to our consumers, funders, regulators and broader community

OUR FOUNDERS

We respect our history and continue to be inspired by the dedication of our founders - a small group of passionate volunteers who, 64 years ago, identified a pressing need in the community to provide care and support for the elderly suffering social isolation and loneliness.

In 1958, the Evergreen Club was established and in 1966 we formally became Balwyn Welfare Association. In 2012, we changed our name to Balwyn Evergreen Centre; the name recognised our history, environment, and our continued focus to provide social support programs and facilities for seniors in Boroondara.

We acknowledge the Wurundjeri people as the Traditional owners of the land on which we meet. We respectfully recognise Elders past, present and emerging. We are committed to inclusive communities.



Board Chair and Chief Executive Report

Raghu Nadathur, Board Chair and Ken McQualter, Chief Executive

On behalf of the Board of Balwyn Evergreen, it gives us great pleasure to present the Annual Report, comprising the Annual Review 2022 and the Financial Statements for the year ending June 30, 2022.

Balwyn Evergreen Centre's primary purpose is to provide and promote facilities, services and programs that actively assist older people to improve their physical, social and emotional wellbeing, to enable them to live independently in their community.

Management, staff, volunteers and the Board can be proud of their contributions during the past COVID-impacted year, which has enabled BEC to continue to deliver its primary purpose.

BEC provides social support programs that include Active Living Programs, lunches and concerts, transport services, exercise classes and pet support engaging over 50 friendly visiting volunteers.

These programs mitigate against the social exclusion commonly suffered by so many older Australians.

Enabling them to connect to others and participate in a variety of interesting activities gives older people a sense of purpose and fosters feelings of wellbeing.

Consumer feedback highlights our strengths are providing services that address quality of life through social interaction, improving physical health and capacity, and demonstrating that our consumers are supported and valued.



Governance

The Board and management of Balwyn Evergreen are committed to ensuring that BEC operates with the standard of ethics expected of a community-focused organisation. Corporate governance encompasses the policies, rules, relationships, systems and processes within and by which authority is exercised and controlled within corporations.

The Board has delegated specific authority to three Board Committees that assist the Board by examining various issues and making recommendations.

- Finance and Risk Committee
- Strategic Planning Committee
- Marketing and Communications Committee

The Board comprises volunteer directors elected by and from the members. Together with the Chief Executive, they bring a balance of broad skills, knowledge and experience to govern the organisation and fulfil its responsibilities.

Board Matters

In April 2022, Dr Helen Smith resigned from the Board after three years. Her contribution during the pandemic was invaluable. We thank Helen for contributing to BEC and the Boroondara community over the years.

In January 2022, we welcomed Ms Joanne Zhou and Mr Melrick Diaz as Non-Executive Directors, with a wealth of experience including Sales & Marketing. In May 2022, Jonathan Li, a seasoned Finance Executive and a CPA/CA, joined the Board as Treasurer.



Raghu Nadathur
Chairperson



Jessica Latimer
Board Member



Jonathan Li
Treasurer



Melrick Dias
Board Member



Rodney Harris OAM
Board Member



Dr Marilyn Pool
Board Member



Fiona Harding
Board Member



Joanne Zhou
Board Member

Committees

The Finance & Risk Committee reviewed the Risk and Compliance Register, the 2022-2023 Budget assumptions, audited financial statements and the Investment Strategy, prior to adoption by the Board. The Strategic Planning Committee considered the proposed Aged Care Reforms and their future impact on BEC's ability to operate a sustainable operating model. Also what it will take for BEC to be ready under the proposed reform framework. The Marketing & Communications Committee worked with the marketing team to strengthen BEC branding, update the Marketing and Communication Plan and develop new and exciting activities for our consumers.

Board members and board committee meeting attendance during the financial year	Board Meetings	Finance & Risk Committee	Strategic Planning Committee	Marketing & Comms Committee
Total Held	11	2	2	2
Raghu Nadathur – Chair	11	1	2	-
Jessica Latimer – Company Secretary	10	2	2	-
Jonathan Li – Treasurer appointed 18/5/22	2	2	1	-
Dr Marilyn Poole	10	2	2	-
Fiona Harding	10	2	2	-
Rod Harris	10	2	2	-
Dr Helen Smith – resigned 20/4/22	8	-	-	-
Joanne Zhou – appointed 19/1/22	6	2	2	2
Melrick Diaz – appointed 19/1/22	6	2	2	2

Key Highlights of 2021-2022

BEC's centre-based activities support our older consumers, those with a disability or health challenges, empowering them to live independently while connecting with others who have shared experiences and interests. We had another challenging year with the continued impact of COVID-19 and the ongoing Government aged care reform agenda driving change. In a rapidly changing environment, BEC maintained its enduring commitment to our values and focus on providing care and support for consumers to protect and enhance their health, wellbeing and safety.

During the year, Victoria was in lockdown for 87 days (25% of the year). Our caring staff adapted to the challenges of delivering programs and shifted to online channels through the pandemic, supporting consumers to stay healthy at home, connected and remain engaged in the community during the lockdown. The pandemic presented challenges for our consumers, volunteers and our staff who continued to provide outstanding care and support. We are thankful for the outstanding efforts of our staff and volunteers, who worked tirelessly through a constantly changing environment.

Our commitment to diversity at BEC is inclusive - we are a non-denominational organisation that embraces everyone's unique knowledge, skills and experience. We recognise ethnicity, language, gender, sexual orientation, socioeconomic status, age and physical ability, which shapes our approach to all aspects of our work.

Our focus on service delivery

Social Support Activities

BEC delivered Commonwealth Home Support-funded weekly centre-based respite groups [two], weekly bus outing programs [two] and volunteer support for pet-owning consumers. Group activities such as Evergreen Club lunches and concerts, and the popular ladies' group "The Divas" were delivered.

When face-to-face activities were suspended, our caring staff adapted to the challenges of delivering programs and supporting our consumers through online channels. The staff helped consumers stay in contact with each other via virtual morning teas and telephone link-up sessions.

Our friendly volunteer dog walkers continued to provide critical support to our frail consumers.

During the year, our Volunteer Coordination Pets Program was expanded with the support of the Victorian Government.

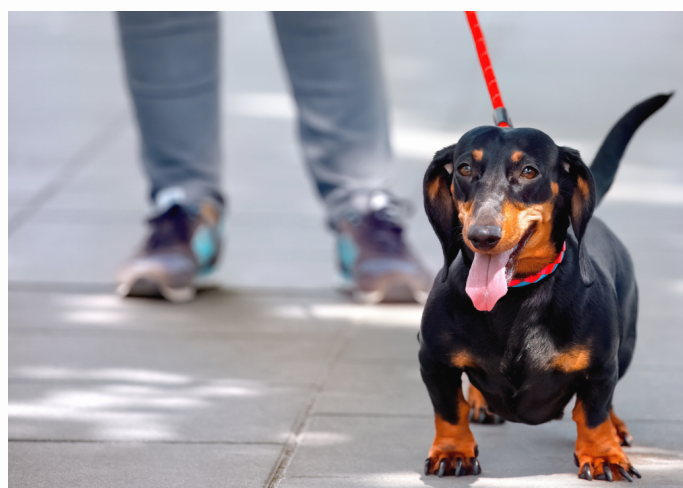
Exercise Programs

BEC delivered exercise programs adaptable to each consumer's capacity, with 15 exercise sessions each week that range from balance classes, Tai Chi, Zumba, gym and strength-based, to chair-based exercises for our frailer consumers. Each session is followed by refreshments and a chat. With face-to-face activities suspended, BEC held 34 virtual Exercise Classes, which enabled our consumers to stay active and socially connected during the lockdown.

Joint Programs with the City of Boroondara Council funded a six-week fitness program at BEC for older people who did not participate in an exercise program. Digital Literacy Classes provided by BEC were also funded and achieved all objectives.

Transport Services

BEC delivered weekly its shopping bus service (pick up from consumer's homes), two bus outings each week and daily shuttle from home to BEC for activity sessions.



Service Delivery Attendance	2022	2021	2020	2019
Social Support Activities	1180	1001	2293	3795
Exercise Programs	4402	2732	5483	8399
Transport Services	1660	1115	2691	4449
Total Attendance	7242	4848	10467	16641

Treasurer's Report

BEC incurred an operating loss of \$88,070 for the 2021-2022 year before including an unrealised loss on equities held.

The key contributor to the result was the loss of 25% of the year's activities due to the COVID lockdown in Victoria. The Commonwealth provided no assistance programs including job keeper and cash boost during 2021-2022.

Performance reporting against budget allows us to closely monitor our financial performance and develop counter measures as appropriate to meet budget commitments.

REVENUE	\$2022	\$2021	\$2020
Fee based Income	198,724	133,460	200,103
Commonwealth - Grants	350,785	320,019	315,008
Venue Hire & Property Rental	137,059	117,151	152,298
BEC Membership Fees	5871	3149	7,680
Dividends & Interest	135,703	67,489	100,797
Commonwealth - Covid Assistance	0	246,302	148,500
Gain on Revaluation of 18 Talbot Ave	0	0	450,000
Total Revenue	\$828,142	\$887,570	\$1,374,386

EXPENDITURE	\$2022	\$2021	\$2020
Employee Costs	701,651	644,338	667,283
Depreciation	21,880	31,751	29,518
Building Costs	69,911	56,653	65,958
Activity Costs	70,420	72,461	91,177
Administration Costs	52,350	57,066	68,802
Total Expenditure	\$916,212	\$862,269	\$922,738

SUMMARY	\$2022	\$2021	\$2020
Revenue from operating activities	828,142	887,570	1,374,386
Total Expenditure	916,212	862,269	922,738
Profit [Loss] for the year	[88,070]	25,301	\$451,648
Profit on Sale of Equities	6,804	0	12,490
Fair Value Gain [Loss] on Equities held	[165,285]	278,865	[\$253,069]
Total Comprehensive Income [Loss] for year	[\$246,551]	\$304,166	\$211,069

The detailed financial results for BEC are contained in the audited financial statements, which are available from the office and on our website.

Aged Care Compliance

The Aged Care Act 1997 and the Aged Care Quality and Safety Commission Act 2018 provide the regulatory framework for the funding and regulation of aged care services.

The Aged Care Quality and Safety Commission provides national regulation of services.

Compliance with statutory and regulatory requirements is an ongoing obligation of the organisation.

The Aged Care Quality Standards focus on outcomes for consumers, reflecting the level of care and services the community can expect from organisations that provide aged care services.

We will continue to offer the high-quality care that our consumers have come to expect from BEC.

During 2021-2022, BEC's key compliance focus was supporting the health and wellbeing of our consumers and staff.

Staff

The commitment and contribution of the BEC team has consistently delivered quality programs and services to consumers in a welcoming and caring manner.

We had three new additions to the team in 2022: Mia Yajima (Customer Services/Administration), Lucia Agati (Lifestyle/Marketing Support), and Erica Fosbender (Marketing). They replaced Penny Hyde-Smith, Mary Wilson and Lysielle Orta respectively. We congratulate all staff, instructors and volunteers for their valued efforts and achievements during the year.



Ken McQualter
CEO



Simone Arndt
Exercise Program
Delivery Officer



Raymond Yu
Exercise & Compliance
Coordinator



Bo Cui
Faculty & Support Services
Coordinator



Lotana Motuku
Social Support
Individual Facilitator



Elise Walle
Social Support
Group Coordinator



Mia Yajima
Customer Services
Administration Coordinator



Lucia Agati
Lifestyle & Marketing
Support



Erica Fosbender
Marketing Assistant

Marketing and Communications

The Marketing Plan's objective is to generate interest, appeal, and participation in activities and services, to retain existing and generate new consumers.

The Plan's initial priority was the development of a new website which was successfully launched in November 2021. From July 2022 Erica Fosbender, Marketing Assistant and Lucia Agati, Lifestyle and Marketing Assistant are responsible for the marketing and promotional tasks.

The team has made good progress with the target of raising awareness of BEC in the community and gaining new consumers.

Highlights so far include the promotion of two major events which were well attended, and the development of the BEC Information Pack, which is being distributed to independent living centres, GPs, and Allied Health providers.

The newsletter has been given a makeover in both content and design and, with the addition of the Activities Calendar, it's become a go-to resource for our community.

Our online activities are also experiencing steady growth and driving traffic to our website.



2022 BEC Consumer Survey

In September 2022, we conducted our annual Consumer Survey, with 90 consumers responding. The survey helped us to understand our community's needs and what we can do to better cater for them.

Key Points:

- Our communications are clear and hitting their target. The newsletter and in person at BEC are the main ways people receive their information
- Health is a major priority for our community, closely followed by socialising and staying connected
- Exercise programs are popular at BEC, with 63% saying it was their favourite activity
- 53 respondents said they'd be interested in new programs/activities/events

Summary:

People enjoy coming to BEC for both their physical and emotional wellbeing, and they appreciate the hard work and effort of staff and volunteers.

Positive Feedback from our community

"Thank you so much for the Zoom programs you kindly arranged during lockdown... The groups I joined were marvellous for my mental and physical wellbeing."

"A wonderful service for many people of varied requirements, especially older people living alone or in care who would like more stimulation in their lives."

"Thank you for the opportunity to express my gratitude to this wonderful group and their service."

"Have improved strength and fitness significantly and met some lovely people."

"All staff and volunteers are welcoming and helpful."

Outlook for 2023

The Royal Commission into Aged Care Quality and Safety stated the current aged care system needed to be improved to better support older Australians living in their home.

According to the Royal Commission, wait times for care are too long, administration fees are too high, program arrangements are confusing and older Australians do not always get the help they need to support their independence.

The Royal Commission recommended merging the existing Commonwealth Home Support Program, Home Care Packages Program, and Residential Aged Care Program into one single program. This change was originally planned to be implemented by July 1, 2023, which resulted in significant focus being directed towards its impact on BEC. Following the election of the Albanese Government, the implementation date was extended to July 1, 2024. At this stage, the Program structure is still evolving.

BEC has been proactively reviewing the existing business model, including services being provided and assessing sustainability under the new program and operating environment.

The 2022-2023 BEC Budget contains a significant investment in Brand & Marketing in order to grow the number of consumers accessing services at BEC prior to the implementation of the Aged Care Reforms.

The Board is evaluating strategies for BEC that ensure short-term and longer-term sustainability while responding to the needs of its community in an environment of constant change.



The Strategic Plan will:

- Provide quality social support services and programs that actively assist older people to improve their physical, social, and emotional wellbeing
- Monitor and maintain the health and wellbeing of our clients and staff
- Operate in a COVID-safe environment
- Be agile and responsive to changing circumstances
- Develop programs and activities aligned to consumer needs
- Receive assistance from Government support programs when available
- Continue implementation of the Brand, Marketing & Communications Plan
- Become better known in the local community
- Operate on a strong financial basis with a “not for loss” ethos
- Develop a sustainable operating model based on the strategic plan



Volunteers

BEC was founded by a group of volunteers more than 64 years ago who came together with a drive to establish support services for the elderly in the Balwyn community.

Today, this spirit of giving back and reaching out to support those who are most in need continues to inspire around 70 people.

They generously give their time and energy to support our consumers by driving our buses, lending a hand in social support, exercise classes, Evergreen Club activities, meal preparation, friendly visiting dog walkers, and serving on committees and on the Board.

Thank you to all our volunteers - you embody the giving, caring spirit of BEC and we will always value and appreciate all that you do for us.



City of Boroondara

We acknowledge and thank the City of Boroondara for maintaining our first-class facilities and the surrounding environment. Thank you to Cr Jane Addis, Mayor of the City of Boroondara, for her interest in and support of BEC.

Join us in partnership

We would like to thank everyone who gives their time and resources to support the work we do. Here are some of the ways people choose to support BEC.

Volunteering: See above

Bequest: An easy and meaningful way people choose to support the work of BEC is by leaving a legacy in their will.

In Memory: Family and friends often choose to remember their loved ones who have enjoyed the caring services of BEC staff by giving a gift that contributes to continuing our services.

Relationships: Our relationships with Bendigo Bank and local Balwyn traders are vital to the continued work of BEC and we continue to seek additional relationships in the community.

Balwyn Evergreen Centre User Groups: The team at Balwyn Evergreen has built partnerships with local community groups to ensure programs are delivered that improve the wellbeing of our seniors and make best use of the Evergreen Centre. Venue Hire partners include: Boroondara Chinese Senior Citizens, Friendship and Wellbeing Association [Mandarin], Taiwanese Association of Australia Melbourne Chapter, Bahai Community Boroondara, BAPS Group, Melbourne Revival Fellowship, Hong Kong Club Tai Chi Group, Balwyn Table Tennis Club, Melbourne Meditation Group, Wendy Samantha Productions and Ignite Dancing Performance Art. The user groups generate over 24,000 attendances per annum.

Balwyn Historical Society Annual Report 2022

Balwyn Historical Society (BHS), along with many other community groups, found 2022 a far more enjoyable year after two challenging COVID-19 restriction years.

Our regular, face-to-face meetings resumed after our last regular meeting was held in June 2021.

Our sincere thanks again to our meeting speakers – Brian Gunn, Warwick Foster, Judith Eadon, David Crawford, Ann Hawker, Graham O'Rourke and Philip Barton. We have emailed updates on other historical society meetings, which are available on Zoom or via webinar.

The BHS committee membership welcomed Peter Lewis as a new member. Philip Mallis continues as web manager and Barbara Russell as Treasurer. Heather and I carry out a number of other tasks including sourcing speakers. Thank you very much also to Merrick Beesley.

Pat O'Dwyer

A history society for Balwyn was mooted by the late Bill Pritchard in 2008 to operate under the umbrella of the Balwyn Evergreen Centre. Bill became the Foundation President and was enthusiastically supported by Pat who became Secretary and newsletter editor from 2008- 2021. She was the engine room of the Society. She was very passionate about preserving history and particularly of Balwyn, the suburb in which she grew up, went to school, and lived throughout her life. Pat regularly liaised with Balwyn Evergreen and, at one time, was a member of the Board. Above all, we will remember Pat's thoughtful, caring, and modest personality.

We will miss a close friend and keep close memories of a passionate and valued Balwyn History Society stalwart. Vale Pat.

Our sincere thanks to Ken, his staff and volunteers for allowing us to continue meeting at Balwyn Evergreen, and for resolving any issues we have.

Take care and stay safe,

Matthew Etty-Leal President BHS

