



Making people's lives better

A photograph of a man, Lyndon Davis, kneeling on a paved surface and playing a long, dark wooden didgeridoo. He is wearing a blue and yellow patterned shirt with 'ActronAir' and 'Suncare' logos, and grey shorts. In the background, a white car is partially visible, and several large, colorful balloons (orange, yellow, and red) are floating. The scene is outdoors in bright daylight.

At Suncare we are very fortunate to enjoy many Welcome to Country ceremonies conducted by respected elder Lyndon Davis. Focusing on cultural awareness, Lyndon builds cultural connection with First Nation's people, while helping us to understand and appreciate nature and our local wildlife.

Acknowledgment of the Traditional Owners

Suncare Community Services Ltd acknowledges the traditional custodians of country throughout Australia, their diversity, histories and knowledge and their continuing connections to land and community.

We pay our respect to all Aboriginal and Torres Strait Islander people and their cultures, Elders of past, present, and to future generations. Aboriginal and Torres Islander people are advised that this publication may contain images of people who are deceased.

Suncare's practice framework is based on the strength of bringing community, family, relationships, and culture together. We acknowledge Aboriginal and Torres Strait Islander people's contribution to shaping our practice framework thinking.

Gubbi Gubbi Elder, Lyndon Davis, performs a Welcome to Country ceremony during the presentation of a new vehicle funded through the Eastern Star Foundation.

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CHAIR REPORT



Mario Pennisi AM

Chair

Annual Reports cause us to reflect. In Suncare's 50th year that has just been, we often thought about those committed people who started this organisation so long ago, hoping for the good it would come to deliver but never imagining the number of people it would serve.

In 2021-2022 pandemic challenges beset us all, and the Royal Commission into Aged Care Quality and Safety changed our governance landscape and funding arrangements under the Aged Care reform agenda.

The Company boosted its senior leadership capability with the appointment of Melanie Wilson as CEO, and the expansion of its Executive. Governance has been enhanced with the very recent appointment of Jeff Watson as a new Non-Executive Director. These new skills and capabilities enable us to respond quickly to the changing landscape.

Suncare Life Members ably collaborated in a review of the Suncare Constitution which incorporated advice from expert professional advisors. At the 2021 AGM the Members of the Company voted overwhelmingly to modernise our governing document to reflect contemporary governance practices. We continue to engage regularly with Members through Chair Updates, and value the advice and feedback we receive from them.

The Governance Committee, chaired by Dr Peter Isdale has been reviewing Board capacity and development needs, and the Company is well equipped to respond to the challenges and opportunities that reform in the sector is bringing. The Committee has overseen the recent Director recruitment process and will facilitate the refinement of the Committee structure in 2022-2023.

Dr Rosalind Crawford, a practiced clinician and medical administrator, joined the Board to lead the growth of clinical services for Suncare customers. The Clinical Governance Committee commenced operation in January 2022 reviewing and monitoring our clinical activity against the Aged Care Quality Standards.

Debra Doherty retired from the Board in February 2022 and Belinda von Bibra assumed the Quality, Risk and Safety Committee chair. QRS is redeveloping the Risk Management Framework, enhancing the WHS Framework and has begun the path to ISO27001 Information Security Management accreditation.

Anne Marie O'Callaghan chaired the Audit & Finance Committee which negotiated the changes to service funding models that were implemented during FY2021-22. Prudent management of investment funds in recent years will enable us to manage the change to funding-in-arrears model 2022-2023.

In consultation with staff and customers, the Board approved a business case to restore the Maroochydore Day Respite Centre and revitalise the facility for community re-engagement. Completed in July 2022, the newly named Suncare Community Centre was already in use ahead of its October opening by Hon. Anastacia Palaszczuk, Premier of Queensland and Minister for Aged Care and Sport, Hon. Anika Wells MP.

As I foreshadowed earlier, this year Suncare has been preparing for sectoral reform while concentrating on delivering its outstanding customer services, all while holding to a moderate growth trajectory. The Suncare Directors are grateful for the work that our people, employees and volunteers do to support the communities that we serve. We look forward to continuing to deliver high quality services during the challenges ahead.

CHIEF EXECUTIVE REPORT



Melanie Wilson

Chief Executive Officer

Suncare exists to make people's lives better. Every day I hear about the extraordinary work being done by our teams to support this purpose. Whether it's a gesture as simple as a chat over a cuppa, a quick welfare call or support given to navigate the complexity of the aged care landscape, our staff do it with heart and give generously of themselves.

I joined the Suncare team on 14 March 2022, and the inspirational work of our volunteers, members and staff has meant that I have felt rewarded by this decision every day since. I have thoroughly enjoyed learning about our rich history and community heritage, our challenges – both past and present – and the incredible opportunity ahead to positively impact the lives of those we serve.

It is true there are still some challenges to work through, in the wake of the global COVID-19 pandemic, and as we continue to accommodate the uncertainty of some key elements of the reform agenda. It is also true that Suncare is well-positioned to overcome these challenges with conviction, expertise and compassion, and have confidence about the road ahead.

Our customers are at the heart of our future; our guiding light, as we continue to engage to understand how our services are being experienced by recipients, carers, and support networks; hearing their voice and on stand-by to respond. This ongoing commitment to ensuring our services are shaped by the needs of our customer, remains resolute with customer satisfaction scores continuing well above the sector average. I have personally met many of our customers and I am immensely proud of our team; and their resilience and continued focus on quality care and service.

Our financial results for the year, as expected, continued to be impacted by COVID-19 as we took steps to protect our customers and staff and made key investments to attract

and retain our people. Despite the many environmental challenges, we invested heavily to ensure the protection of customers and staff through this period, with Suncare adopting safeguards that went beyond those mandated by Public Health Orders. Adjustments were made to services and programs to ensure these could be delivered safely, and to maintain the vital connection to community.

Pleasingly, the past year delivered many milestone achievements for us, including 15% growth in Home Care Packages (HCP) allowing more customers to access much-needed support; expansion of Clinical services, including increased scale and scope of Short Term Restorative Care (STRC) services and growing the Suncare Clinical team; the introduction of Suncare's Home & Garden Maintenance (HGM) Services; and the renovation of the Suncare Community Centre which provides a welcoming space for the enjoyment of the whole community and a program of activities with something for everyone.

As we look to the year ahead, our focus will remain steadfast on placing our customers at the heart of our decision-making, increasing our impact through person-centred and quality care, strengthening awareness of our brand to underpin consumer outcomes, continually improving financial viability, investing in organisational sustainability, and embracing, embedding and implementing sectoral reform.

I look forward to a full and progressive 2023, and to working alongside our incredibly passionate, capable and driven team. I want to recognise the dedicated service of our volunteers; the value you add to the organisation is immeasurable, and I want to thank every customer who chooses to partner with us, welcoming Suncare into your home and trusting us to provide care and support, your way.

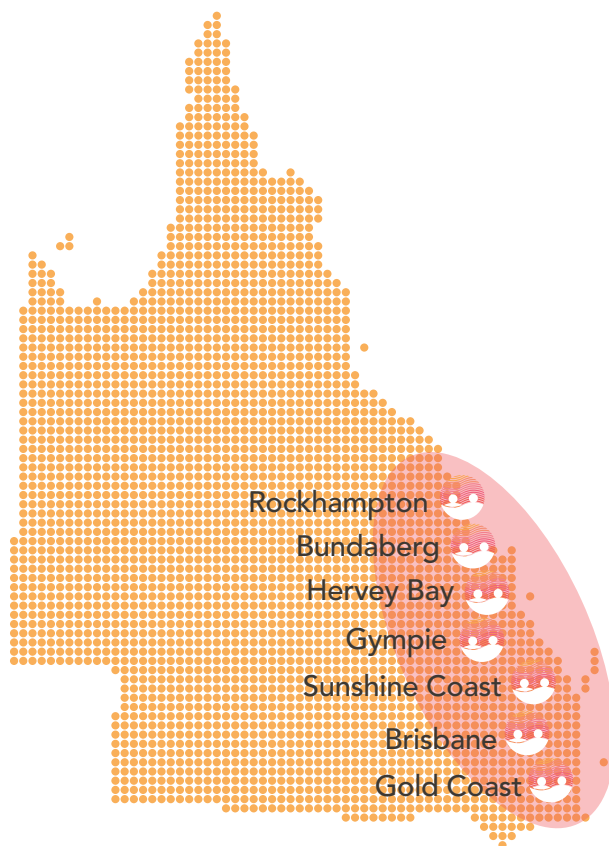
ABOUT SUNCARE

Established in 1970 on the Sunshine Coast, Suncare was originally formed to provide meals for people experiencing difficulty cooking for themselves. For more than fifty years, Suncare has provided innovative and personalised services dedicated to assisting older and vulnerable people in our local communities, helping them to live independently in their own homes and to remain active, well and connected in their communities.

Suncare Community Services offers quality in-home, community and respite care for people of all ages, backgrounds and abilities and operates not just on the Sunshine Coast, but throughout Central and Southeast Queensland, from the Gold Coast to Rockhampton and beyond.

As a Queensland-based not-for-profit community services organisation, Suncare has built a reputation for understanding and serving community needs to proudly cement our position as a provider of choice in Queensland.

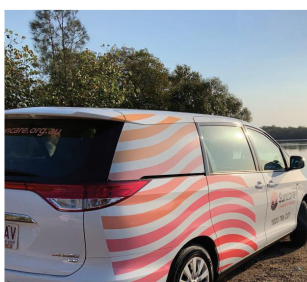
Our dedicated team of over 520 staff and more than 150 volunteers live where they work, bringing local knowledge and a genuine understanding of customers, their individual needs and of the communities of which they are a part.



Personal Care



Housekeeping & Domestic Assistance



Transport Services



Home & Garden Maintenance



Meal Service & Preparation



Social Support & Respite



Allied Health & Clinical Services



NDIS

OUR STRATEGIC DIRECTION 2021-24

The Way Forward

From our foundation of success, we have created a roadmap that identifies FIVE clear goals. Achieving them together is our way forward to future success.

Our Vision

Suncare's vision is *making people's lives better.*

This means:

- We are the first choice for in-home aged care and community services
- We are a preferred employer
- We strive to continually improve community outcomes
- We have strong, positive relationships with all our stakeholders - staff, customers, members, volunteers and the community in general

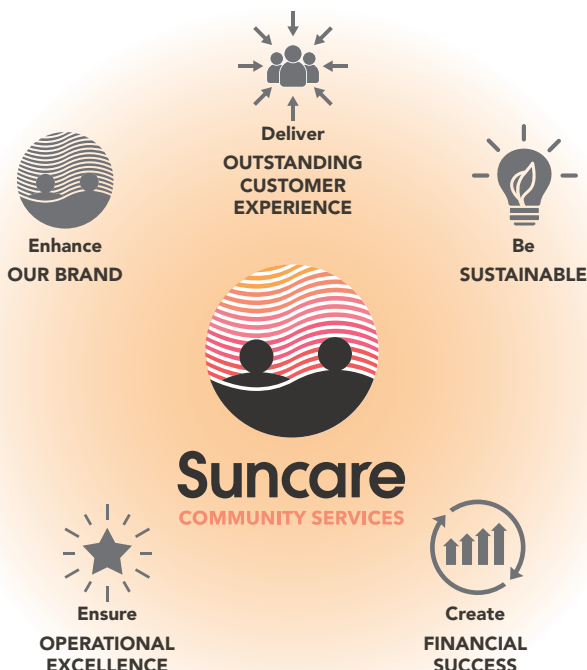
Our Purpose

We will meet the needs of aged and vulnerable people in our local communities by delivering innovative services, advocating for change and trialling new solutions that support people to live life their way.

Our Values

We value:

- **An organisation that is dynamic and future focused** – we are innovative and agile in response to community needs and industry changes.
- **Genuine relationships** – we are authentic in our approach and work collaboratively with our customers, members, employees, volunteers and stakeholders.
- **A culture that actively contributes to achieving our vision** – we are inclusive, respectful and empathetic.



Deliver

OUTSTANDING CUSTOMER EXPERIENCE



What this means:

We will develop a deep understanding of our customers' and communities' needs and align our people, products and services to these needs. By developing new services, identifying future opportunities and expanding our regions, we will deliver outstanding experiences to more customers.

Enhance

OUR BRAND



What this means:

We will continue to enhance and build upon our already valued and trusted brand. Through communications, partnerships and stakeholder engagement, the community will recognise Suncare as a provider of choice for in-home aged care and community services, and a champion for the needs of the aged and the vulnerable.

Ensure

OPERATIONAL EXCELLENCE



What this means:

We will build upon our current high standards and further develop our internal systems and processes through continuous improvement. Building relationships with strategic partners will create greater efficiencies and new opportunities. Employee safety will continue to be a high priority for Suncare.

Create

FINANCIAL SUCCESS



What this means:

We will review our business model to grow and diversify revenues and invest to meet the needs of the aged and vulnerable in our communities through advocacy, planned actions and/or subsidised services.

Be

SUSTAINABLE



What this means:

We will strive to become a best practice organisation for environmental sustainability and customer advocacy and set a new benchmark for community services organisations. We will continue to meet the needs of the communities we serve by building a sustainable future, achieved through quality standards, internal systems and processes. As an employer of choice, we will continue to attract talented and committed employees and volunteers to our safe and supportive work environment.

CUSTOMER EXPERIENCE

Customer First

At Suncare we place the customer at the centre of every decision we make and action we take.

We understand the value and importance to our customers of aging well in their own homes and in maintaining a connection with their community at every stage of life.

The Suncare team and our customers are part of the same community. We understand the complexity of the decisions facing our customers and we are there to guide them at every step of the process. Our customers embrace the flexibility of our services from occasional support with a lift to the shops through to housekeeping and personal care services.

Our group outings and activities establish and maintain social connection.

Customer Feedback

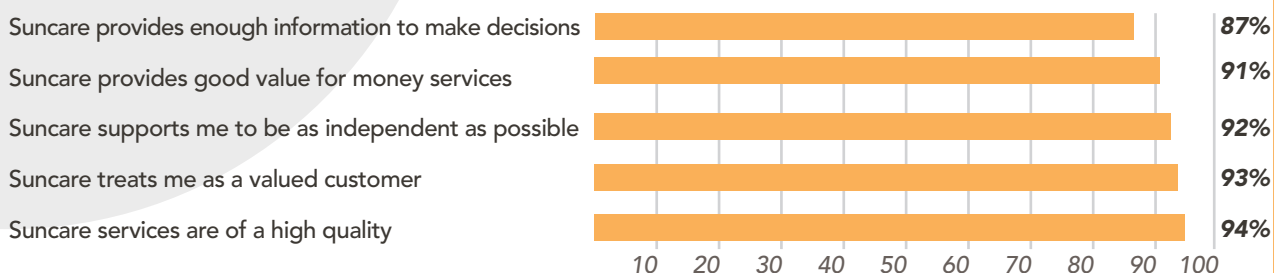
As we strive to 'make people's lives better' we are constantly reviewing and realigning our offerings to meet the varied requirements of our customers.

As part of this, we seek feedback from our customers on the services we offer to support the design of future services.

"The lady that takes me she is very nice and very helpful. She is very good and understanding and I get on well with her."

Suncare achieved 'high satisfaction' responses in the 2021 Customer Satisfaction Survey conducted by YouGov.

2021-22 Customer Satisfaction Survey Responses



Our Response to COVID-19

We ensured customer, staff and volunteer safety remained a priority following the implementation of health directives relating to vaccination requirements and the re-opening of state borders in late 2021.

Suncare, like other providers in the sector, experienced staff shortages due to staff illness or government policy impacting the aged care sector. This was balanced out by customer service cancellations due to customer health concerns, illness or close contact status within their own households.

Suncare team members, famously known as our 'RAT Runners' went beyond expectations to find and secure Rapid Antigen Test Kits while they were in very short supply, enabling Suncare to maintain service delivery while keeping our customers, staff and volunteers safe.

The Suncare team managed these unprecedented times with flexibility and resilience, and our customers showed understanding, patience and loyalty.

"They've just been wonderful to us, I can't fault them. Whatever I ask, they do, I don't know how to say it, they're just wonderful. The service is tops, whenever I contact them, speak to them, they're just so helpful."



SUNCARE SERVICES

Suncare offers a range of services that play an important role in connecting individuals with their community.

With one in four older Australians living alone, Suncare Community Services support those at risk by connecting people in their community through our social and support activities.



Over 15% increase in Home Care Customers



More than 30,000 transport trips



More than 3,640 volunteer community visits



Over 150 Volunteers



32,000 meals prepared and delivered

Suncare customers have a wide choice of events, outings and activities that encourage physical and mental health and well-being and build social and community connections.

Stepping On Success

Suncare is collaborating with Occupational Therapy students from the University of the Sunshine Coast to create improved health outcomes for customers through the Stepping On program.

The Stepping On program is giving customers the confidence to remain safe and independent in their homes. Program modules include exercise for strength and balance, safe mobility at home and in the community, hazard reduction and information about nutrition and medication. A sample of results indicated a 22% improvement in a timed 'Up and Go' test and a corresponding reduction in Fall Risk from High to Low or Moderate.

The program has also helped increase customer confidence and mobility.



Activities and Outings



The Garden Party is one of many events organised by Suncare that supports social interaction.



"Being here to paint and being here for other people is great for de-stressing... it's better than any medication."



Activities promote social interaction and a feeling of belonging.



Delta Society Therapy dog, Jura, is therapeutic for customers who may have lost a pet.

SUNCARE SERVICES

Growing Our Services

Suncare is committed to expanding and enriching our range of services in response to the interests of our customers as we continue to address the changing needs of the communities we service.

New NDIS Services

Our specialist NDIS team and Psychosocial Recovery Coach service complements our Support Coordination services. This new service helps customers understand how they can best utilise their NDIS plan, develop goals for their recovery and improve their motivation and decision-making skills.

As Suncare's NDIS services continue to evolve and grow, we are able to assist more customers to access relevant support.

"My support coordinator has helped me to understand the NDIS and how I can best use my funding to meet my goals. She has assisted me to successfully apply for Specialised Disability Accommodation and I am now living in my own home."

Suncare Customer, Leanne Hackling

Regional Assessment Service

Suncare's reputation for successfully matching customers with appropriate home support services continues with the number of Home Support Assessments increasing in the July-December 2021.

Our assessors maintained best practice during the height of the COVID-19 pandemic with assessments conducted via telephone. Face-to-face assessments recommenced



with the easing of restrictions. Our Regional Assessment Service team remains committed to service excellence, embracing the challenges of a more complex environment with an ever-growing demand for entry level support services.

Allied Health Services

A new integrated service delivery approach to customer care has resulted in growth for our in-house Allied Health and Clinical Team. This has enabled fully coordinated services for Home Care Package (HCP) and Short Term Restorative Care (STRC) customers. Suncare's Allied Health team includes Nurses, Occupational Therapists and Physiotherapists.

Short Term Restorative Care (STRC)

Following significant growth in 2021, Suncare is now the largest STRC provider in Queensland, delivering a variety of clinical and allied health services across the state. Our services are tailored for each customer and aim to slow or decrease decline in overall health and wellbeing while supporting independent living.

This program continues to be one of our most positive programs, delivering real benefits and changing our customers lives.

Integrated Service Delivery Approach

In 2021 we expanded our maintenance and minor home modification service program, establishing our Home & Garden Maintenance team. Suncare manages maintenance requirements in context of customers' other needs and in collaboration with Suncare specialists such as Occupational Therapists.



BORONIA COTTAGE

Suncare's respite facility on Bribie Island continues to grow its impact through increased awareness and positive community connections.

The Cottage supports customers and their carers by providing 24/7 respite care and has become well known for providing high quality holiday experiences that include access to community based recreational activities.

The ongoing working relationship between Suncare and the Bribie-Moreton Hospice Health Service has enabled the transformation of the one-bathroom beach shack into the purpose-built respite facility with ensuite bathrooms in every room.



Bribie-Moreton Hospice Health Service Committee members and Suncare staff pictured left to right: Rae Guyder, Lyn Stevens, Norm Horrell, Maree Cunningham, Karma Elms and Nikki Cox



Boronia Cottage history: Before and After

Powering Ahead Efficiently

Boronia Cottage received a grant through the Powering Communities Program which was used to purchase two new fridges and replace floodlights and internal lights with more energy efficient lights.

Terry Young MP, Federal Member for Longman visited Boronia Cottage in March 2021 to see how the grant funding is being used to improve energy efficiency.



Pictured: Liam Brix, Maree Cunningham and Terry Young MP, Federal Member for Longman .

Local Support

Boronia Cottage is well supported by the local Bribie Island community. Thanks to the Bribie Island Community Arts Society a new dishwasher was purchased this year.

Local charity, Busy Fingers Fundraisers Inc, a not-for-profit second-hand shop operating on Bribie Island for over 30 years, has also supported Boronia Cottage, providing a grant which was used to purchase a new, large screen television and a comfortable recliner chair.

Boronia Care in Action

Boronia Cottage provides Suncare customers with flexible opportunities for respite care.

James Frew, a Suncare customer since 2019, thoroughly enjoys his visits to Boronia Cottage. The retired jeweller lives with his granddaughter in Brisbane but fondly calls Boronia Cottage his "home away from home." He says his time at the Cottage feels like a holiday with the qualified staff always "up for an easy conversation, an outing and a good meal."

Jim has enjoyed numerous social outings including going fishing, drives in the country, a trip to the airport and a visit to Mt Mee.



STAKEHOLDER AND COMMUNITY

Connecting with our stakeholders

The Suncare Board continues its focus on strengthening stakeholder relationships, engaging and communicating regularly with members, customers, staff and volunteers through regular updates and planned events. Activities during the 2021-22 year included:

- Regular Chair Updates were distributed to Members, customers, volunteers and staff
- The convening of a Suncare Constitutional Working Group involving Life Members for input and feedback into Suncare's updated Constitution
- Suncare Members' Christmas Lunch with Staff and Volunteer Award winners
- Regular Life Member and Board engagement forums

Generous Grant keeps Queenslanders Connected

Suncare Community Services is dedicated to reducing the risk of social isolation through programs which strive to foster reconnection with communities and empower our older community members to lead more independent lives.

This year, the Eastern Star Foundation, a philanthropic organisation whose mission is helping to improve outcomes for the aged, generously donated a car and 12 months running costs as part of their annual grant program. The donated vehicle has helped Suncare deliver much-needed transport services and we thank Eastern Star Foundation for their ongoing support.

Community Visitor Scheme

In May 2022, Suncare celebrated 30 years of the Community Visitors Scheme (CVS) and connection with the local community. The CVS is solely supported by our volunteers, who currently help more than 140 people across the Sunshine Coast, Wide Bay, North Brisbane and the Fitzroy regions.

Driven by Love



Twice a week since 2019, Suncare volunteers drive Frances to visit her husband who lives in permanent residential care, and to the Caloundra library, where she works as a volunteer.

Supporting Barbara



Suncare volunteer Carmen, knows the value of this scheme.

"I took Barbara to Bunnings today to buy some new pots. She is an avid gardener and is so excited that I could do this with her in the Community Visitors Scheme car."

Ron's Perspective



"Every day that I do my transport driving, I am constantly praised by our clients on the service we provide.

All of them say that they could not cope without the transport service we provide."

Door-To-Door Service



We offer a true door-to-door service including in-home assistance that helps customers get organised for appointments and settled-in upon their return. "It's about going the extra mile: opening doors, preparing wheelie walkers, carrying groceries, assisting with seat belts."

Community Connections

Suncare partners with other community organisations, building connections through a variety of initiatives that support vulnerable members in our community.

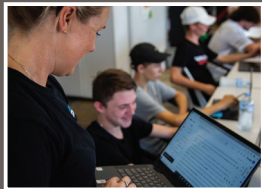
DV Safe Phones

We donated 99 decommissioned mobile phones for spare parts, phone cases and chargers are helping to assist victims of domestic violence.



Teens Take Control

Donated decommissioned laptops are providing teens and youth with the tools they need to access long-term employment and good physical and mental health through the Teens Take Control initiative.



Preventing Elder Abuse

Suncare Staff recognised World Elder Abuse Day with activities throughout the state. Suncare's collection of curated resources that identify and respond to elder abuse were shared with staff.



Aunty Betty Memorial Walk

Suncare staff, volunteers and customers honoured the memory and work of Historical Elder Aunty Betty McMahon at the Aunty Betty Memorial Reconciliation Walk held in Mooloolaba. Devoted Elder Aunty Betty was heavily involved with Suncare until her retirement in 2015.



Cycling Without Age

Suncare helped to raise the profile of Cycling Without Age, a not-for-profit charity that provides a community service for those no longer able to ride for themselves, with a customer event on the Sunshine Coast.



Suncare Volunteers

Suncare is indebted to its more than 150 volunteers who are integral to supporting our customers live independent lives, enriching our community connection, and enhancing our reputation in the communities we serve.



Volunteers Liz McDermott and Maureen Gray

Recognition

The outstanding service of our volunteers was recognised this year with four volunteers nominated for the 2022 Queensland Volunteering Awards and the Sunshine Coast Volunteer of the Year Award. Congratulations to Jan Potter, Peter Zwoerner and Stu and Di Wools-Cobb.



Sara Walker, COO with Stu and Di Wools-Cobb, Peter Zwoerner, Jan Potter and Debbie Orman, Volunteer Coordinator

GOVERNANCE AND REFORM

Royal Commission into Aged Care Quality and Safety Outcomes.

Suncare is proactively participating in the Aged Care sector reform, providing feedback into the reform model through reform consultations surveys, forums and in conjunction with industry peak bodies. Additionally, we are undertaking workforce development and training – partnering with COTA, Skills Hub and Skills Generation to upskill our workforce through the Home Care Workforce Support Program.

Aged Care Quality Standards

The Aged Care Quality Standards – an outcome of the Royal Commission’s focus on direct outcomes for consumers – reflect the level of care the community expects of aged care providers. Compliance with these standards is externally assessed and the principles of these standards are incorporated into Suncare’s service and process design to ensure we maintain critical focus on our customer.

Suncare continues to embed these standards as part of our model of care and ensure that we continue to meet our customers’ expectations and those of society.

Quality and Risk

Suncare has successfully achieved ISO 9001:2015 recertification and its requirements for a quality management system. This external audit, conducted by the Institute of Healthy Communities Australia Certification Pty Ltd, determined compliance and continuation of our certification.

In 2021-22 a Risk Management Standard was developed to drive improvements in quality and safety. The Standard takes an integrated view of enterprise and operational risks, reviewed at both the governance level and within individual teams. Donesafe, our WH&S, Quality and Risk software, was expanded to capture all identified risks and mitigation strategies.

Suncare has robust mechanisms in place to support the provision of feedback from stakeholders. The Quality, Risk and Safety Committee of the Board monitors feedback data. Continuous improvement measures are implemented to address issues and support the strengthening of Suncare’s resilience.

Continuous Improvement

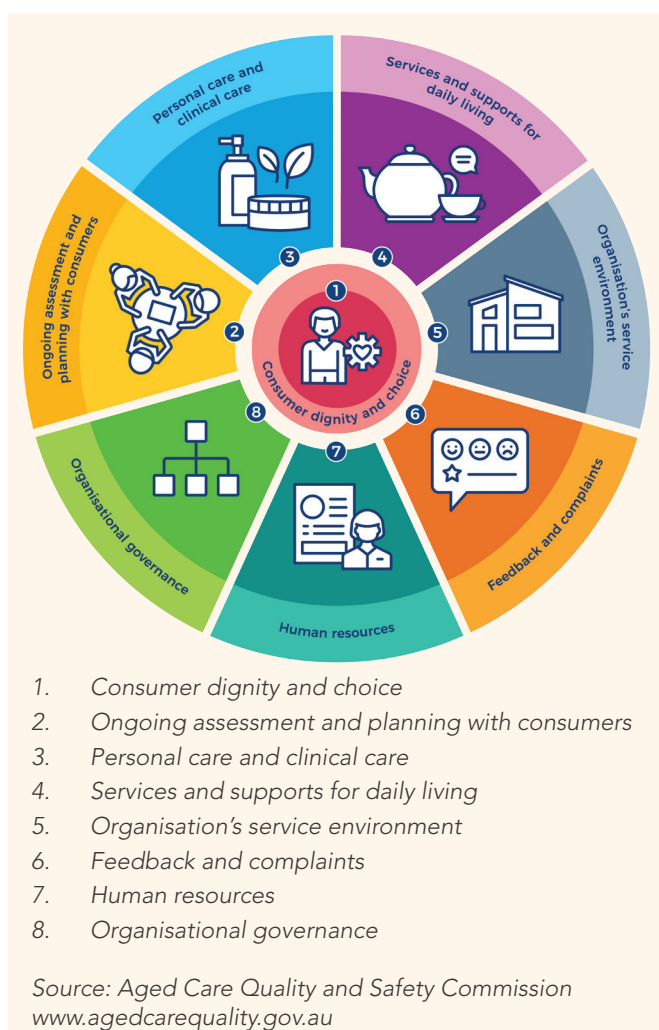
In 2021-22, a continuous improvement register was established. Potential improvements identified through customer feedback, audit reports, gap analysis reporting and team meetings can now be captured and improvement progress measured.

Clinical Governance

A Clinical Governance Committee was established to assist in the oversight of Suncare’s clinical performance, and the management of risk and care service provision. Guided by the Clinical Governance Framework, the Committee drives continuous improvement in the quality and safety of clinical care in relation to performance benchmarks and monitoring of systems.

Suncare’s Constitution

At the 2021 Annual General Meeting, amendments to modernise the Constitution of the Company were adopted by the Members of the Company. The changes improve our governance practices and facilitate improvements to our organisational and administrative arrangements. In the development of the new draft, the Directors were assisted by the Board’s Governance Committee, the Associations Forum Ltd, Mills Oakley Law and particularly by the Company’s Life Members.



DIVERSITY AND INCLUSION

Suncare is planning and executing specific initiatives developed to encourage, recognise and celebrate the diversity of the Suncare community.

We recognise that a diverse and inclusive workforce improves the experience of staff and enhances the experience for our customers.

We continue to build organisational capability by promoting equity and diversity in our approach to the way we work, leading to greater creativity, improved productivity and better outcomes for all who engage with Suncare.

Suncare continues to provide staff and volunteer training in diversity and inclusion, to build knowledge and awareness of the importance of these principles and reinforce our commitment to a diverse and inclusive work environment.

Reconciliation in Action

Suncare has welcomed Reconciliation Action Plan Engagement Coordinator Anthony Longbottom to our team.

His role acknowledges Aboriginal and Torres Strait Islander peoples' contribution to shaping Suncare's practice

framework and bringing community, family, relationships, and cultures together.

Through the development and review of our Reconciliation Action Plan we are clearly identifying strategies and projects that enhance our engagement with First Nations people, including greater collaboration with our indigenous community.

Suncare has established a First Nations Network comprised of indigenous employees. This network provides important guidance on matters of significance for First Nations people and creates positive impact for staff and customers. The Network has been established to:

- Support the strengthening of our First Nation People by actively building the resilience and strength of each other
- Celebrate successes across Suncare and in the community, large or small
- Collectively support activities within Suncare and the community
- Provide a forum to discuss matters of concern relating to Aboriginal and Torres Strait Islander employees
- Develop action items resulting from those discussions to inform relevant decision makers



FINANCIAL PERFORMANCE

Suncare Invests for Sustainability in 2021-22.

In the twelve months to 30 June 2022, revenue grew by 18.7% to \$48.3m due to continued strong demand for services in Home Care Packages, as well as Short Term Restorative Care (STRC) programs offered by Suncare's specialist in-house Allied Health and Clinical teams.

Notwithstanding this strong growth, net profit was negatively impacted by a range of factors resulting in a loss position of \$1.9m.

Unprecedented challenges to service delivery saw significant investment undertaken to limit the potential for disruption to services from COVID-19 and safeguard Suncare's customers, volunteers and staff. This included investment in health and safety measures (above those required as part of Public Health Orders) of \$0.4m (including PPE, testing and isolation protocols and processes) as well as strategic investment of an extra \$0.4m in attraction and retention initiatives to ensure staffing levels were maintained and customer impact was minimised. These factors also influenced an increased reliance on brokerage services to manage gaps in rosters further impacting margins.

These external challenges were significant and felt across the sector. Our implementation of mitigating measures

ensured that the quality of Suncare's services was maintained and enhanced.

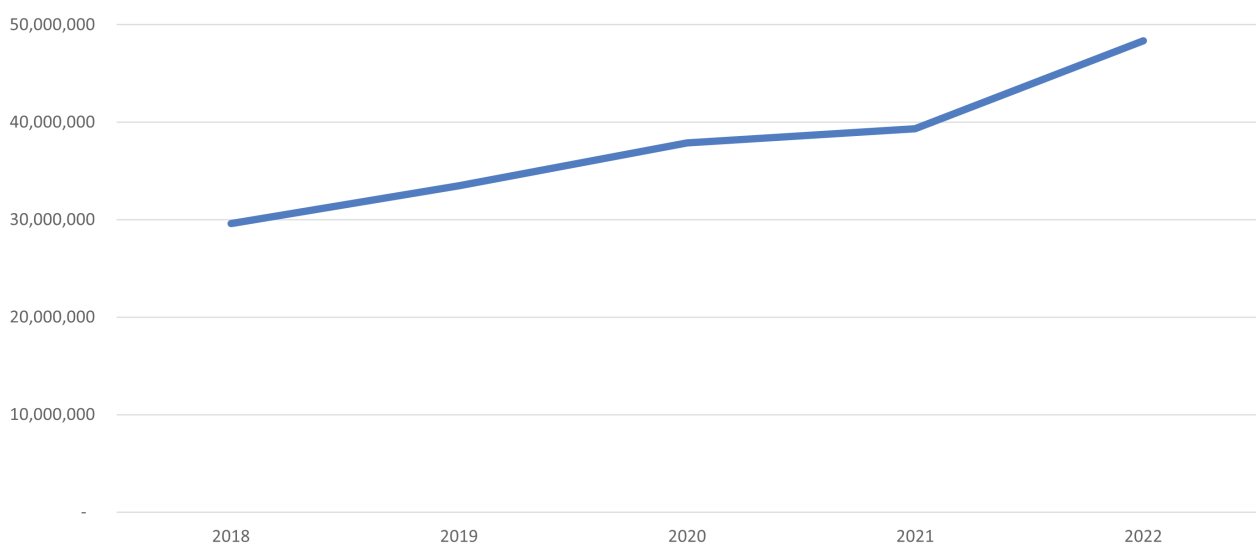
Additionally, global financial markets were significantly disrupted unfavourably affecting investment returns which were reduced by an unrealised loss of \$0.68m, and overall were down \$1.25m on the prior year. Although markets remain volatile it is anticipated that this loss will be recovered.

Suncare also invested over \$2m in existing and new technology to improve efficiencies in service delivery, cyber security and streamlining of processes. ICT needs will continue to evolve and form a sizeable part of Suncare's expenditure as technology develops and reporting requirements increase due to the roll-out of Aged Care reforms and our responsiveness to customer needs.

Furthermore, strategic investment was made to strengthen the leadership team to attract the skills that will ensure the growth, sustainability and success of Suncare into the future.

Our Balance Sheet reflects a strong position with total assets of \$20.5 million and total liabilities of \$11.5 million. This strong foundation positions Suncare well for continuing to 'make people's lives better'.

Revenue by Year (\$)



Financial Report

Profit & loss

	2022	2021
Revenue from ordinary activities	48,368,889	39,314,212
Other revenue	131,230	262,616
Interest income	-	53,541
Investment income	(155,497)	1,090,426
Cost of Sales Meals on Wheels	(97,351)	(106,659)
Employee expenses	(28,731,367)	(23,983,628)
Depreciation and amortisation expense	(592,401)	(623,264)
Brokerage expenses	(6,655,745)	(4,300,183)
Administration expenses	(13,791,864)	(11,575,193)
Interest expense	(42,132)	(34,056)
Other expenses from ordinary activities	(420,796)	(69,292)
Net current year surplus before income tax	(1,987,034)	28,520
Revaluation of property, plant and equipment	-	581,323
Comprehensive income for the year	(1,987,034)	609,843

Assets

	2022	2021
Cash and cash equivalents	274,109	7,311,292
Trade and other receivables	899,877	1,446,958
Investments	15,770,456	13,020,967
Inventories	10,949	10,949
Total current assets	16,955,391	21,790,166
Property, plant and equipment	3,187,637	3,045,328
Intangibles		0
Right if use assets	327,824	352,098
Total non - current assets	3,515,461	3,397,426
Total Assets	20,470,852	25,187,592

Liabilities

	2022	2021
Trade and other payables	699,593	633,965
Employee benefits	3,354,368	3,017,646
Contract liabilities	6,808,634	9,780,146
Lease liabilities	194,012	184,128
Total current liabilities	11,056,607	13,615,885
Employee benefits	299,428	429,827
Lease liabilities	135,579	175,608
Total non-current liabilities	435,007	605,435
Total liabilities	11,491,614	14,221,320

Net Assets

8,979,238

10,966,272

* Figures are in Australian Dollars.

OUR BOARD OF DIRECTORS

Board Members



Mario Pennisi AM
Chair

As Chair of the Suncare Board, Mario engages widely with internal and external stakeholders to remain aware of factors impacting the community services sector. He is integral to the promotion of Suncare's valued and trusted brand.

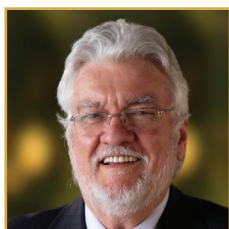
Mario champions the needs of the aged and vulnerable, drives the Suncare vision and ensures the organisation continues to be recognised as a provider of choice for in-home aged care and community services. With a career spanning nearly 40 years, Mario is an experienced life science professional, industry advocate and advisor. He is a non-executive director and strategic advisor with a number of entities.



Anne Marie O'Callaghan
Director & Deputy Chair
Chair of Audit & Finance
Committee

Anne Marie is passionate about Suncare's commitment to delivering sustainable services to the aged and vulnerable people in our community. Through strategic financial oversight and effective governance, she works to monitor and advise on building a sustainable future for the Company and its Members.

Anne Marie is an accomplished company director and business advisor guiding the financial management and strategies of businesses. Formerly a partner of a chartered accounting practice, she also chairs Fairbairn Irrigation Network Limited. She has spent more than 25 years advising the private and not-for-profit sectors on complex taxation, investment and financial transactions.



Dr Peter Isdale AM
Director
and Chair of Governance
Committee

As Chair of the Governance Committee, Peter contributes to our goal of building a sustainable future so that Suncare can continue to meet the needs of the communities we serve.

Suncare's strong governance practices support the organisation's social licence to operate. They drive a culture of considered decision-making and accountability, helping the organisation to reduce risk, attract talented and committed employees and directors, and to foster strong relationships with stakeholders.

As a committed and experienced company director, Peter has served on more than 35 boards, from not-for-profits to ASX listed entities. An experienced scientist, innovator, CEO, chairman and an ASX150 corporate executive, Peter now works to help deliver our social contract through innovative delivery of the best system of care. He is unwavering in his long belief that community-governed organisations, free of vested and conflicted commercial interests, are best placed to deliver the services that the community demands.



Belinda von Bibra
Director
and Chair of Quality, Risk &
Safety Committee

Belinda's specialty lies in improving client outcomes through research-driven innovation and developing a deep understanding of customer and community needs.

She contributes to Suncare's vision through strategic advice on service improvement opportunities, the development of new service lines and geographical expansion options.

Belinda is experienced in research and commercialisation and has translated health outcomes, novel medical treatments and biological products for start ups through to large multinational corporations within Australia and internationally. She is actively involved in community and acute care sectors and has held positions within public, private and not-for-profit enterprises.



Dr Rosalind Crawford

Director and Chair of
the Clinical Governance
Committee

Rosalind has spent a lifetime providing health care to the community and supports Suncare's mission of making people's lives better.

Rosalind is a specialist Medical Administrator in Public Healthcare who has been working in Medical Administration since 2007. She has a medical background in the clinical specialty of Emergency Medicine. She is a Fellow of the Royal Australasian College of Medical Administrators and Australian College of Emergency Medicine. Rosalind also has a Master of Business degree and has demonstrated success in developing, leading and implementing innovative programs, clinical governance frameworks, risk and assurance, strategic partnerships across sectors and multidisciplinary clinical areas within service at both a strategic and operational level.



Bentleys Brisbane (Audit) P/L Auditor

Bentleys are Suncare's auditors, providing assurance advice, knowledge and skills.

An international business that is known for future thinking and strategic direction, Bentleys has almost 50 years of history providing dependable audit and assurance.



Laura Campbell

Company Secretary

Laura's professional secretariat skills ensure that the Board of Directors is well supported in executing their governance responsibilities. In particular, her skilful support of the Board Committee system gives the Company a significant advantage in managing the complex and onerous organisational governance transactions and decision frameworks.

Laura is an experienced business professional who has worked for over 15 years with boards and executive teams throughout commercial, government and not-for-profit environments. Committed to lifelong learning, Laura is currently completing her Master of Business Administration with the Australian Institute of Management.



Thank you and farewell to Debra Doherty

Debra Doherty stepped down from the Board in February 2022. She joined the Board in 2019, bringing with her more than 35 years operational executive and governance experience from across the community services sector and having represented the aged care, disability and child protection segments at national and state forums.

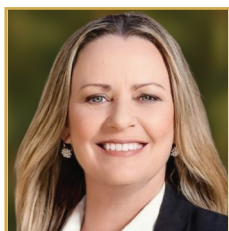
Debra contributed effectively to Suncare's vision of making people's lives better in her role as Chair of the Quality, Risk and Safety Committee.

Debra served Suncare with her community heart. Her empathy and understanding of our customer needs were always prominent. Her operational experience within the sector enabled her to provide insightful observations about what drives our staff to work in the community care space and about what attracts our customers to Suncare.

The Board of Directors takes this opportunity to thank Debra for her significant contribution as a Director and as a colleague. We wish her well for the future.

SUNCARE'S EXECUTIVE TEAM

Executive Team



Melanie Wilson
Chief Executive Officer

With experience across the public, private and not-for-profit sectors, Melanie Wilson is a visionary leader, driven by purpose with an equal focus on people and outcomes. She has extensive experience in engaging businesses to transform service delivery and enjoys the challenge of intellectual problem solving through strategy and innovation.

Melanie has a proven ability in creating a healthy, thriving workplace culture, and possesses a realistic optimism that sees her able to remain curious and grounded simultaneously. Melanie is a socially conscious CEO, who prioritises delivering maximum impact for those communities she serves and has a strong track record in achieving business objectives in line with best practice governance standards.

Melanie has a Master's in Business Administration (MBA) and is a member of the Australian Institute of Company Directors (MAICD).

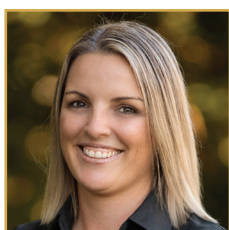


Marc Nichols
General Manager
Finance

As General Manager of Finance, Marc works on building sustainability across Suncare that will ensure we can continue to fund and do our very best work at the highest level for our customers.

Marc's personal values align with Suncare's approach that includes building genuine relationships, supporting an inclusive and respectful culture and creating a dynamic and future focused organisation. He supports the organisation on all commercial and financial matters to ensure the delivery of our broad range of services to customers. He genuinely enjoys his role in continuing Suncare's more than 50-year history supporting our community.

Marc brings considerable experience in delivering quality commercial and corporate outcomes across a wide range of businesses with significant experience in the not-for-profit sector.



Sara Walker
Chief Operations
Officer

As Chief Operations Officer, Sara is responsible for leading and supporting teams in their delivery of the services that our customers want and need across Suncare's geographical footprint.

She is a results-orientated leader who thrives under pressure with a passion for leading high performing teams to do what they do best - deliver outcomes.

Sara is an experienced and dynamic executive manager. With a Bachelor's degree in Social Science and post graduate qualifications in Business Administration, she brings to Suncare over 20 years industry experience in the community sector.



Rob Miles
General Manager
Quality and Risk

General Manager, Quality and Risk, Rob believes fostering a culture of innovation and delivering systems that support safe care and continuous learning is integral to creating the best possible outcomes for staff and customers.

Rob is responsible for implementing best practice processes for quality and risk management. This includes reviewing customer feedback and measuring performance against established benchmarks to help contribute to Suncare's continuous improvement in service delivery.

Since joining Suncare in 2003, he has progressed through multiple roles gaining a deep and genuine appreciation of community aged care services. He is a highly regarded community services project manager with first hand volunteer experience providing customer support and positively contributing to making people's lives better.

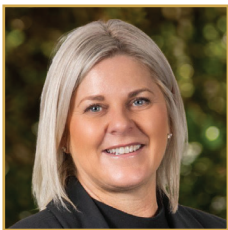
Executive Team



Steve Reeves
General Manager
ICT

Suncare's General Manager ICT, Steve Reeves' role centres around using sophisticated and effective technology to drive the Company's capacity to run itself safely and well in the interests of its customers and other stakeholders. He is responsible for the design and implementations of technology systems that manage the efficient delivery of services and safety of customer and staff private information.

Steve is an experienced ICT Manager with more than twenty years industry experience. A specialist in "CISCO Network" technologies, he brings depth of knowledge and experience in emerging ICT and tech trends in the areas of Bring your Own Device (BYOD), Cyber Security, Power Apps and business analytics tools such as Power BI.



Belynda Howard
General Manager
People & Culture

As General Manager, People & Culture, Belynda works with all areas of the business to engage, enable and empower the most valuable asset that Suncare has – our people.

Belynda sees herself as very fortunate to be one of the custodians of Suncare's vision to make Suncare an employer of choice and a great place to work.

She is good at driving effective strategic and operational business partnerships, supported by a culture of continuous improvement, ensuring that Suncare's "people agenda" supports the business to achieve what our customers want.

Belynda is an experienced HR practitioner with over twenty years experience in several industries. She has particularly significant experience in the areas of Organisational Development and Safety and Wellness.



Jacqui Gray
Enterprise Project
Manager

Suncare's Enterprise Project Manager, Jacqui Gray specialises in project management, change management and innovation that creates better ways for organisations to work.

With experience in end-to-end project management including procurement and setting up governance to oversee scope, risk, change management, resourcing, delivery, reporting and financials, Jacqui engages with all stakeholders to identify, validate and implement successful projects while balancing internal resources available for delivery.

In addition to Project Management, Change Management and Scrum Master qualifications, Jacqui is also a certified ISO 9001 Quality Management System and ISO 27001 Information Security Management System auditor.

With 25 years international business experience working with various cultures and industries, Jacqui is an asset to our business process efficiency, and using the appropriate tools and processes to drive continuous improvement across the organisation.

RESTORING OUR COMMUNITY CENTRE

2021/2022 provided the opportunity to restore and relaunch the Maroochydore Day Respite Centre following extensive storm damage. The restored Centre, renamed the Suncare Community Centre, includes a beautiful new platform complete with a grand act curtain to cater for performances and events, spacious new offices and a designated area for onsite Allied Health and Nursing Services.

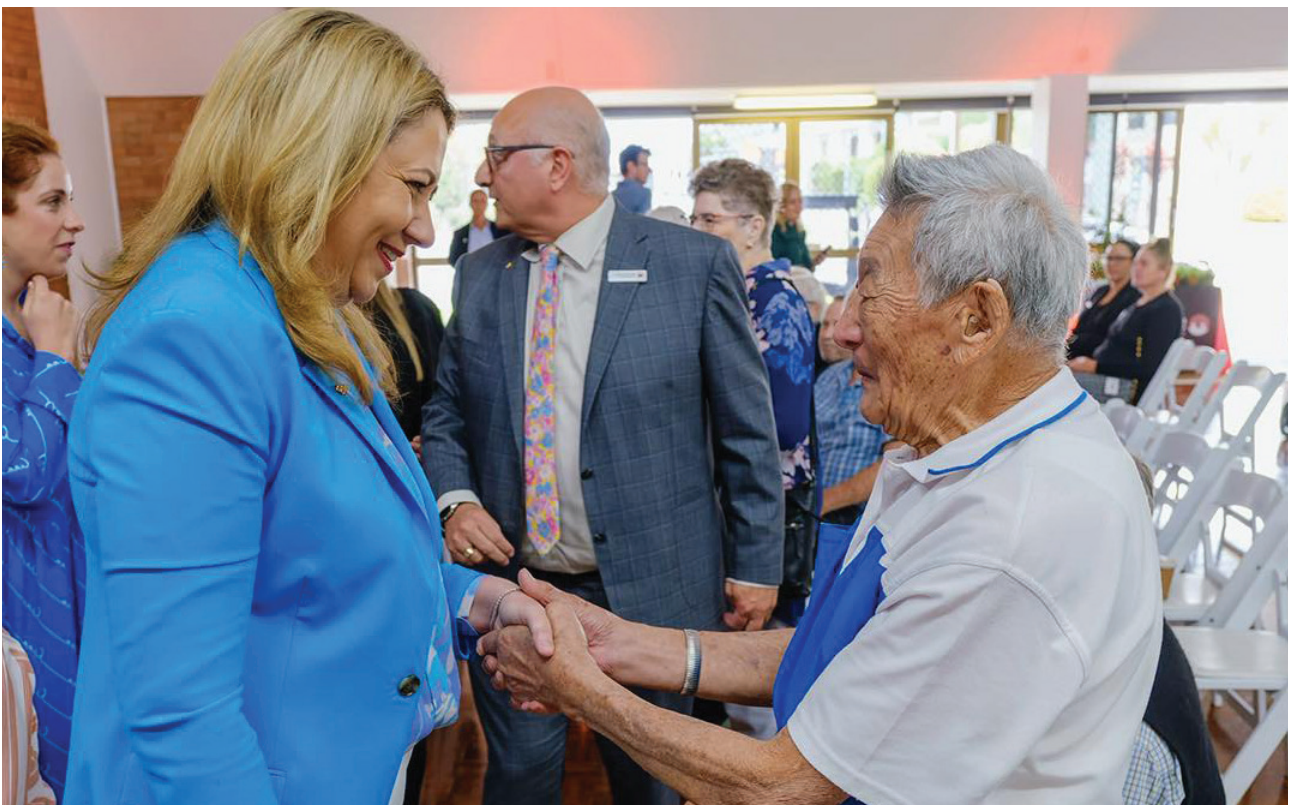
Suncare has a long history of creating community connections at this location. Since 1970, when Meals on Wheels opened at this venue, the Centre has provided much needed support and care. The Maroochydore Community Hall was officially opened in 1978 and with a growth in services, respite and activities were offered to the Sunshine Coast community from 1987, opening its doors as the Maroochydore Day Respite Centre.

The importance of social interaction and connection, especially after the challenges of the pandemic, has been highlighted regularly and at Suncare we are proud to facilitate the opportunities for relationship building and contact with our community members.

Daily activities recommenced from July 2022 ranging from playing cards, indoor bowls, crafts to dance groups, morning teas and lunches. Interaction with a dedicated team of staff and volunteers allows our customers to reap the benefits of our activities and communication, safely and clearly.

The renovation also provided for expanded Allied Health clinics including occupational therapy, nursing and physiotherapy services.

The Meals on Wheels team has returned to the Centre with a newly renovated kitchen.



Suncare's much-loved Community Centre was re-opened by Hon. Annastacia Palaszczuk MP, Premier of Queensland and Minister for Aged Care and Sport, Hon. Anika Wells MP.

REMEMBERING REX

This year, Suncare mourned the passing of Life Member, Rex Wigley. Rex was deeply involved with Suncare Community Services for many years and his service to the aged community on the Sunshine Coast included fundraising and volunteering for the Central Sunshine Coast Committee of the Ageing which later became Suncare Community Services Ltd.

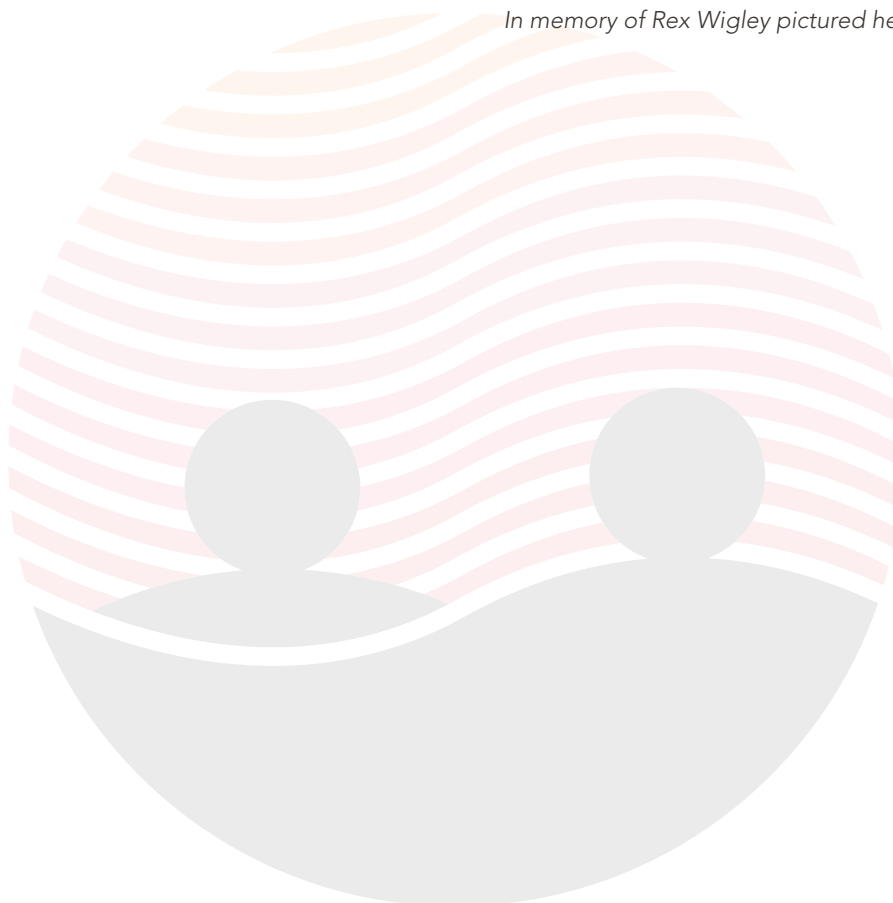
He helped drive the development and construction of the Maroochydore Day Respite Centre through fundraising, including organising Friday night Bingo at the Centre, and he helped to build Suncare's transport fleet.

Rex's service was recognised when he was awarded Honorary Life Membership in 1994. He maintained his personal involvement with the organisation until ill health recently prevented him from doing so.

We are grateful for his significant contribution to making the organisation what it is today, and we will always remember him as a true gentleman. Rex is greatly missed by the Suncare Community.



In memory of Rex Wigley pictured here with June Conolly.





Suncare Business Support Office – Maroochydore

Maroochydore Homemaker Centre
Level 1, 11-55 Maroochy Boulevard
Maroochydore Qld 4558

Suncare Community Centre

2-8 George Street
Maroochydore Qld 4558

North Lakes Services

Suite 206, 53 Endeavour Boulevard
North Lakes Qld 4509

Gympie Services

Gympie Qld 4570
Ph: 1800 786 227

Bundaberg Services

81 Barolin Street
Bundaberg South Qld 4670

Gold Coast Services

Helensvale Qld 4212
Ph: 1800 786 227

Hervey Bay Services

Shop 6, Central Plaza Three
15 Central Avenue
Pialba Qld 4655

Rockhampton Services

Unit 3, 235-339 Musgrave Street
North Rockhampton Qld 4701

Maroochydore Meals on Wheels

97 Memorial Avenue
Maroochydore Qld 4558

suncare.org.au

info@suncare.org.au

1800 786 227

Making people's lives better