

Annual Report

2021–2022

VMCH



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Published by VMCH, East Melbourne, in October 2022.

Content contributors: Fiona Douglas, Anna Grawe, Susan Smith and Cassie Zlonzak.

Printed by PMG, Heidelberg, Victoria.

Front cover: Shanagolden Aged Care resident Nanette.

This page: Lilydale Specialist Disability Accommodation (SDA) resident Nicolie.

VMCH





Who we are



Our values underpin the work we do. As a Catholic, for-purpose organisation, compassion, respect and inclusion aren't just words to us, they guide us in everything we do.

While we've been around for over a century, we're always moving forward. We stay true to who we are by supporting people and families to live their best lives, providing a place to call home and spaces to learn and grow.

Our professional and compassionate teams are with you on your life journey. We provide a wide range of support including Early Learning and Therapy, Specialist Education, Disability Services, Affordable Homes, Residential Aged Care, Retirement Living and At-Home Aged Care.

Living our Mission

Our Mission is central to who we are and what we offer; it comes to life through our everyday actions and in our work.

We are called to really listen; we hear the needs of those we care for and we take time to discern what we can do to add meaning. This is how we support people to live their best lives.

Our purpose



Our Vision

To be the Catholic Archdiocese of Melbourne's leading provider of high quality disability, specialist education, aged care and retirement living services.

Our Mission

To continue the caring ministry of Jesus Christ by creating choices, offering hospitality and building inclusive, compassionate and sustainable communities. We are especially committed to people who are disadvantaged and marginalised.

Our Values



Respect

We recognise and respect the dignity and uniqueness of each person.



Compassion

We truly care and are always open to the needs of others.



Integrity

We are honest and transparent in all our dealings and accountable for all our actions.



Collaboration and partnerships

We empower people, realise potential and maximise the outcomes from our work.



Inclusion

We are welcoming, inclusive and responsive in our hospitality and services.



Stewardship

We value the resources for which we are responsible, and commit to their effective and efficient use, to achieve our Mission.

VMCH at a glance

VMCH is proud to work in partnership with people of all ages and abilities to achieve their individual goals and dreams, remain connected to their communities and enjoy their independence.

Our 2,600-plus staff members are dedicated to supporting over 9,000 people across metropolitan Melbourne, regional Victoria and southern New South Wales. We offer a vast range of services including residential aged care, affordable housing options, community and home-based senior support, disability support, carer support and education.

Our People



2,660
staff supported
9,000+
people

Mission



400+
volunteers
4
op shops and
a warehouse
22
pastoral care practitioners
supported people
across over
40
sites including
affordable housing,
aged care and
disability services

Retirement Living



578
retirement living
apartments/units across
14
locations
404
people living in our
affordable homes across
21
locations



Above: Mt Waverley Community Connections client Damian with Alyssa from VMCH.

Residential Aged Care



1,021

people provided homes in aged care across

13

locations

70

people provided with end of life care at O'Neill House

At-Home Aged Care



3,016+

people supported across metropolitan Melbourne, regional Victoria, regional southern NSW with allied health, and in-home and carer support

Disability Services



700

NDIS clients

1,650

carers supported

80

Residents living in our Shared Disability Accommodation

61

students enrolled at St Paul's College

129

children who attend Early Learning and Therapy programs

Chairman's report

Julien O'Connell AO,
Chairman



St. John Paul the Great said: “The future starts today, not tomorrow.”

When reflecting on the past year, I'm reminded of the incredible balance our organisation has achieved; meeting unprecedented challenges thrown at us by COVID, while always forward planning to ensure we're equipped to serve those in need for generations to come.

Of course, we cannot do this alone, and mid-year we celebrated the birth of Aged and Community Care Providers Association (ACCPA), a single, united organisation representing aged care providers. This shift from separate bodies LASA and ACSA signified a new era for the aged care sector and gives us a strong voice to advocate on behalf of the people we support, their loved ones, and our staff.

The need for such a voice is imperative, with ongoing funding issues across the aged care sector, in particular.

In May, we were disheartened with the Federal Government's response to help a sector crippled by the fallout from COVID in its Federal Budget. We echoed our peak body Catholic Health Australia's

sentiments that the Budget failed in its opportunity to deliver real reform to ensure a sufficient and qualified workforce to care for older Australians. We will continue to voice our opinions and lend our expertise to help change the status quo and finally see some sustainable outcomes in this area.

We also watched with sadness the ongoing public hearings as part of the Royal Commission into Violence, Neglect and Exploitation of People with Disability. We pray for a more inclusive society where people with disability can live free from abuse and exploitation. Part of this includes the need for more choice and control, and we continue to stand by our friends Every Australian Counts, as they lobby for a stronger and fairer NDIS. On this front closer to home, we continue to build on our growth in both housing and job skills programs across Melbourne and regional Victoria.

Thanks to a tumultuous few years and ever-changing service delivery landscapes, we undertook a review of our 2019-2023 Strategic Plan.

“Our growth in high-end developments helps us to financially support our for-purpose activities, including the expansion of our affordable homes portfolio.”

Four new strategic themes will help us facilitate growth and ensure our workforce has the breadth of skills required to meet regulatory compliance, customer expectation and demographic change, all within a competitive market.

During the year the Board ratified our Modern Slavery Statement, providing a framework to ensure our decisions do not allow modern slavery to exist within our operations, business relationships and extended supply chains. I am very proud of our Board and staff members for their work on this incredibly important topic.

Our new status as a certified social enterprise was exciting, with the launch and growth of our café in Wangaratta. Where Is My Coffee? has seen incredible outcomes for 13 trainees, including paid roles and a boost in skills, confidence and independence.

The need for more affordable housing options intensifies, and so it was timely that we broke ground on our new Ivanhoe development – providing 39 affordable homes for older people at risk of homelessness – in July 2021.

Financially, VMCH reported a net operating deficit for FY22 of \$13.6m (FY21: \$383k). Including revaluations, VMCH reported a total comprehensive surplus for FY22 of \$2.6m (FY21: \$12.2m).

Total revenue in FY22 was \$219.8m, an increase of \$20.0m over FY21.

Excitingly, after two years of planning, we also gained local council approval for our premium retirement living precinct on Studley Park Rd, Kew. Our growth in high-end developments helps us to financially support our for-purpose activities, including the expansion of our affordable homes portfolio.

Our standing as a leader in the delivery of high-quality dementia and palliative care endures. O’Neill House provided exceptional care to 70 people journeying towards the end of life and their families, and our specialist dementia care unit Lady Lourdes House won an international award for its innovative design.

We continue to live our Mission through numerous initiatives with like-minded organisations, including a partnership with the Christian Brothers to deliver home care support to older men in need, and joining Caladenia Dementia Care to form the Dementia Knowledge Network, collaborating with sector peers to learn how we can better support people living with dementia and their families. We are also exploring an opportunity to join with Corpus Christi Community Greenvale (CCCCG), which provides aged care for older men who are homeless or are at risk of becoming homeless.

I close this report by extending our heartfelt appreciation to Archbishop Peter A Comensoli for his continued belief and guidance, and I thank the staff of the Archdiocese of Melbourne for their support of VMCH.

Our CEO Sonya Smart and our VMCH Chiefs have led our organisation with strength and care throughout another challenging year, and I thank them most sincerely for their resilience.

I, together with the Board, would like to thank all staff and volunteers for their commitment to the welfare of our residents, clients and their families – you are the heart and soul of our organisation.

Over the last 12 months we saw the retirement of Anna Clarke and Terry Janes from the VMCH Board. Anna and Terry were with us from 2013 as original members of the Catholic Homes Board of Directors, and I thank them sincerely for their outstanding commitment and service. This year has seen us welcome Vincent Arthur to the Board, and we’re grateful for his choice in our organisation.

Finally, I would like to thank my Board colleagues for their continued dedication to, and outstanding belief in, VMCH and our Mission.



Julien O’Connell AO
Chairman

Chief Executive Officer's report

Sonya Smart,
Chief Executive Officer



It is refreshing to begin a new financial year with a sense of optimism after an incredibly challenging 24 months.

While COVID remains a danger for some of the vulnerable people we support, we have largely weathered the storm thanks to the resilience and dedication of our staff and volunteers and the encouragement and patience of our residents, clients and families.

While at times we felt the stretch, we were well prepared. Making early decisions to increase PPE supplies, being selected as part of a trial utilising Rapid Antigen Tests at services and having an infection control consultant already as part of our regular clinical practices held us in good stead, as did the incredible willingness of staff to provide extra support when we needed to furlough staff.

Unfortunately, the former Federal Government did not keep in step with what we need to deliver sustainable, high-quality services. In its final report last year, the aged care

royal commission warned of a critical shortage of workers, and stated current staff are under-recognised, underpaid and under-skilled. The response to this in the allocation of Federal Budget funds did little to address these concerns, and we were moved to voice our opinion on this.

Also disappointing was the fact that only aged care horror stories made media coverage, failing to highlight all the good that happens every day across many care services in Australia. I am very proud of our dedicated and skilled workforce who we know are highly valued by all that receive their care and support.

Despite the pressure of managing rapidly changing COVID protocols, our operational and volunteer teams have continued to develop initiatives to meaningfully engage clients, retain our quality staff and attract new people.

“I am very proud of our dedicated and skilled workforce who we know are highly valued by all that receive their care and support.”

These volunteers and staff continue to build our organisational culture, strengthening our cyber security, providing responsive and relevant customer service, and market our organisation within an extremely competitive environment.

Although we reported a net operating deficit for 2022, largely due to COVID expenses and a lack of continued, sustainable Federal Government funding, our cash flow from operations improved strongly during FY22 to deliver a net inflow of \$4.39m (FY21 net outflow \$0.4m). In addition, we invested \$19.9m in capital initiatives to ensure VMCH continues to provide functional, modern and competitive environments and services for our residents, clients, staff and other stakeholders.

In December 2021 we celebrated International Day of People with Disability by opening our first social enterprise café in Wangaratta. Following its huge success, plans are underway for another café at our Star of the Sea Aged Care Residence in Torquay. Our goal is to support 100 people with disability to find and sustain award wage employment by 2025, and I am proud to say we're well on our way to doing that.

In the accommodation space, building work began on our new affordable homes development in Ivanhoe, with 39 beautiful homes for people experiencing

sustained financial hardship due for completion in December 2022. In May, we were excited to receive planning approval for our premium retirement living precinct in Kew, comprising 102 apartments along with the restoration of heritage buildings and provision of spectacular amenities and expansive green spaces.

Residents settled well into refurbished Specialist Disability Accommodation (SDA) homes in Lysterfield and Lilydale, with current refurbishments underway at our Croydon home. We are also now the proud provider of services for six residents at a Homes Victoria-owned SDA in Heidelberg Heights.

We also recently expanded our residential aged care portfolio in 2022 with the purchase of a 90-bed aged care residence from Cabrini Health in Ashwood.

Our commitment to providing high quality palliative and dementia care continued, with 70 people calling O'Neill House home as they journey towards the end of life. It's been a privilege to support these people and their loved ones during this sacred time. I thank our team at O'Neill for their care, professionalism and compassion. Likewise, our specialist dementia care units such as Lady Lourdes House continue to change lives, and we have just been selected to replicate this service in Clayton.

Our donors and supporters are also a vital part of ensuring our support remains relevant and responsive. Thanks to more than \$85,000 in generous donations, we'll soon be able to purchase a coffee van to help people with disability gain work experience. The gift of time from our volunteers is always astounding, and I thank them for their patience and flexibility during ongoing lockdowns over this past year.

We've been reviewing our strategic plan, taking into account the changes we have seen over the last few years and what that means for VMCH. With my contract renewed for a further five years, I am privileged and humbled to continue to work alongside my dedicated colleagues and volunteers to see our plans come to life.

Finally, I would like to thank our Chairman, Julien O'Connell AO, the Board of Directors and VMCH staff and volunteers from across the organisation for their ongoing contribution and dedication in times of challenge and triumph.



Sonya Smart
Chief Executive Officer

2021–2022 highlights



Above: St Paul's College student and school captain Ben.

Mission

- ▶ Our Mission team caught up on blessings of homes delayed due to COVID restrictions. We were honoured to have Archbishop Peter A Comensoli bless O'Neill House in April, and Most Reverend Anthony (Tony) Ireland bless our Carrum, Lysterfield and Lilydale Specialist Disability Accommodation (SDA) homes in March.
- ▶ Our Mission team coordinated the packing and distribution of 700 Christmas hampers for Affordable Homes residents and Disability and At-Home Aged Care clients.
- ▶ National Volunteer Week 2022 centered around the theme 'Better Together', highlighting the incredible way our volunteers and paid staff worked together to help support our residents and clients during the pandemic.
- ▶ Our first student from St Paul's College began a volunteering role at our Balwyn Op Shop. This is the beginning of a great partnership which will see more students volunteer across our op shops, giving them valuable work experience and boosting their confidence and independence.
- ▶ Our Formation and Ethics Advisor launched the third module of the Discerning Heart Formation program to help educate staff and Board members on how to lead for Mission within their roles.

Palliative Care

- ▶ O'Neill House continued to provide exceptional care to 70 people journeying towards the end of the life, and their families, including beloved television icon, Bert Newton.
- ▶ We are commissioning a paper on palliative care, exploring the importance of planning for a 'good death' and best practice in the field.
- ▶ Our Learning and Development team created a palliative care training program for our volunteers and staff working in aged care.

At-Home Aged Care

- ▶ Our team is now providing record-high services to 1,454 Home Care Package (HCP) clients and over 1,000 Commonwealth Home Support Package (CHSP) clients. An additional \$2 million in CHSP funding means VMCH is now funded to deliver a record-high \$7 million of CHSP services each year.
- ▶ We partnered with the Christian Brothers to deliver an assisted living home care service model to more than 65 older men, including nursing, personal care, domestic assistance and meal preparation.
- ▶ VMCH delivered over 29 co-located HCPs (with a pipeline of 70+) in partnership with a Moe retirement village.
- ▶ New programs and service lines launched or re-opened in community nursing, allied health groups, social support groups and our Multicultural Respite Centre.
- ▶ Our team worked tirelessly to support 500 HCP clients transition from Yarra Ranges Council to VMCH in a matter of weeks.

Disability Services

- ▶ Our job skills program, the Green Team, commenced in June 2022 and sees people with disability maintain gardens at VMCH sites and activities at Collingwood Children's Farm.
- ▶ A coffee cart job skills trial at VMCH sites, in partnership with Social Engine, was very successful and VMCH is now working towards purchasing our own coffee van through our Real Shot fundraising appeal.
- ▶ Our social enterprise café in Wangaratta, Where Is My Coffee? officially opened in December 2021 with five trainees. There are now 13 trainees, with several beginning their first paid jobs at local businesses.
- ▶ New Specialist Disability Accommodation (SDA) homes in Lilydale and Lysterfield welcomed new residents. Another SDA in Heidelberg Heights, owned by Homes Victoria, is due to open in July 2022. We are also now the proud provider of services for six residents at a Homes Victoria-owned SDA in Heidelberg Heights. Refurbishments are also underway at our Croydon SDA.
- ▶ Our Disability and Community Services teams took part in a government-funded program to help their clients and families get vaccinated against COVID. The program aimed to reduce vaccine misinformation and hesitancy and remove practical barriers to accessing the vaccine.

Carer Support

- ▶ Our Community Connections (Kew) program and several VMCH Disability and Community Services teams moved to a new, larger home at nearby 616 Riversdale Road, Camberwell.

St Paul's College

- ▶ St Paul's College received an overall 22% increase in enrolments in 2022.
- ▶ The school celebrated the successful launch of a partnership with Holmesglen TAFE, delivering the CIALN (Course in Initial Adult Literacy and Numeracy) Certificate.
- ▶ We launched a new Performing Arts/STEAM (Science, Technology, Engineering, Arts and Maths) program. Made possible through generous donations, the program enables students to explore their creativity and apply real-life problem-solving skills through movie-making. The school is planning to expand the program to include animation and a radio show.

Early Learning and Therapy

- ▶ Our Early Learning and Therapy team moved from our Studley Park, Kew site to a bright, larger and more modern location at 400 High St, Kew.

- ▶ Our Carer Support team was thrilled to receive more than \$1.7 million in funding from the State Government to further support our unpaid carers. We were allocated the largest amount of funding among 54 other programs to support an additional 855 carers across Melbourne and the Central Highlands with flexible respite options.
- ▶ VMCH joined Caladenia Dementia Care to form the Dementia Knowledge Network, collaborating with sector peers to find out what support people living with dementia and their carers want and need. Focus groups dedicated to younger onset dementia were also held, promoting connection, social opportunities and independence.



Above: Where Is My Coffee? trainee Pauline and Disability Support Worker Ollie.



Above: Affordable Homes resident Helen.

Retirement Living

- ▶ After two years of meticulous planning and community consultation, the City of Boroondara granted VMCH planning approval for a premium retirement living precinct in Studley Park, Kew.
- ▶ VMCH's average occupancy at villages is 97%, 10% above the Australian average. And our vacancy average (from vacant possession to settlement) is 74 days compared to the sector average of 261 days.

Affordable Homes

- ▶ Construction is underway for 39 apartments for existing and new residents at Ford Street, Ivanhoe. The development is due for completion in late 2022/early 2023.

Residential Aged Care

- ▶ Our staff worked tirelessly to care for our residents during a challenging 12 months of COVID lockdowns and restrictions. Their resilience and incredible willingness to provide extra support where needed was appreciated by all, especially residents and their families. Our Learning and Development team was also hands-on at sites, assisting with PPE training and infection control.
 - ▶ We were thrilled with the results of our bi-annual customer satisfaction surveys, which rated VMCH's service delivery on par with the global industry benchmark. Eighty per cent of respondents classified VMCH staff as 'excellent' or 'above average' and 98% agreed their loved one was treated with respect.
 - ▶ We partnered with Disability Services to begin plans to open a social enterprise café at our Star of the Sea residence in Torquay.
 - ▶ Our Dementia Services Specialist and Learning and Organisational Development team began rolling out a measured dementia support training package for all Residential Aged Care staff. The training will be assisted by a team of passionate and motivated 'Dementia Champions' at each site, who will drive change operationally.
- ▶ All VMCH aged care residences began cosmetic refreshes, including indoor and outdoor areas. This is an ongoing project and has been happily received by residents, families and staff.
- ▶ The designer of our specialist dementia care unit, Lady Lourdes House, won an international award for their work in the unit's refurbishment. De Fiddes took out the 'Best Dementia Care Design Project' in the category 'Leading Experts in Aged Care Interior Design – Australia' at the 2022 Build Home and Garden Awards in March.
- ▶ VMCH continued to actively support the Australian Aged Care Collaboration's 'It's time to care about aged care' campaign to promote the need for government funding and reform of the sector.
- ▶ We partnered with registered training organisation Altura Learning, gaining access to learning modules for cooks and chefs in partnership with the Maggie Beer Foundation.
- ▶ Our innovative recycling initiative at Corpus Christi Aged Care Residence continued, with the collecting and sorting of plastic bread tags and lids to be remanufactured or sold to support environmental and charity groups.

Our people

- ▶ In mid-2022 the Board ratified our Modern Slavery Statement which provides a framework to ensure our decisions do not allow modern slavery to exist within our operations, business relationships and extended supply chains. We also have a working group dedicated to implementing the Statement across VMCH.
- ▶ Our ITSS team continued to strengthen our protection against cyber attacks, with security-focused induction training, regular staff alerts and phishing awareness campaigns throughout the year.
- ▶ We undertook an extensive recruitment campaign to employ staff to help support 500 new AHAC clients in their transition from Yarra Ranges Council to VMCH.
- ▶ We held in-house clinics to deliver a fourth dose of the COVID-19 vaccination to 2,250 staff, 740 aged care and disability accommodation residents, and flu vaccinations to 713 staff and 661 residents.
- ▶ Despite sector-wide workforce challenges, our staff turnover rate of 23% was lower than the industry average of 30+%.
- ▶ VMCH was among 24 Australian aged care providers chosen to participate in an Innovator Training program with Flinders University. Team members worked with the Aged Care Centre for Growth and Translational Research to help create a plan to build and embed a sustainable dementia program within our residential homes.
- ▶ We partnered with training providers including Swinburne, RMIT, Australian Catholic University and the Institute of Training and Further Education to enhance student placements, provide a 12-month traineeship program and upskill our existing leaders.
- ▶ Our Digital Marketing team focused on transforming the online customer experience to drive more online conversions. Tactical amendments were made to our website, social media and digital advertising to create a seamless experience between sales, customer service and marketing.
- ▶ Our new Leading the Way leadership education program empowered VMCH staff to thrive in their roles, focusing on topics including change management, having difficult conversations, safety in leadership, managing poor performance and self-care.
- ▶ Organisational orientation returned to a face-to-face format, allowing us to welcome new employees 'The VMCH Way'.
- ▶ Our coverage within industry and media outlets continued to grow, and social media engagement hit an all-time high.
- ▶ Our Customer Service Centre replaced an automated Interactive Voice Response (IVR) phone system with a human IVR system for home care enquiries. Now, customers are connected to a real person who will direct their call, rather than selecting a number.



Congratulations to our

228

staff members who celebrated five, 10, 15, 20, 25 and 30 years at VMCH.

We also celebrated

42

volunteers who served significant amounts of time with us, from five, 10, 15, 20 and 25 years.



Above: Dementia Services Specialist Elizabeth Baxter.



Above: SDA resident Patricia with her Support Worker, Vivian.

Thank you for your support

Generous donations totalling \$18,761 helped us put together more than 700 hampers for our Affordable Homes residents and At-Home Aged Care and Disability Services clients.

Residents across our 13 aged care homes are enjoying the simple pleasure of interacting with animals thanks to a fortnightly pet therapy program, made possible through \$40,776 in donations for our Pawfect Companions appeal.

We are well on our way to creating more job opportunities for people with disability with more than \$85,000 raised in our Real Shot appeal. We hope to purchase a coffee van where our clients can learn the skills they need to follow whichever path they choose.

Our donors, volunteers, sponsors, corporate partners, and philanthropic community have enabled so many of our projects and programs to flourish this year.

We are grateful to those who have remembered VMCH in their Will, and to all those who have graciously supported us, we thank you!

Gifts in Wills

Estate of Patricia Kay
Estate of Aad Weerdenburg
Estate of Mary McQuillan
Estate of David John Millard
Estate of Joy Bossini
Estate of Mary Nelson

Trusts and Foundations

Br Gerard Develin Trust
Desmond Prentice Charitable Trust
Father Leo Harnett Trust
Harold & Ariel Payne Trust
Ida Webster McDonald Trust
J B Ryan Perpetual Trust
J C Reseigh Estate
Jean and Gerard Harper Bequest
Killen Family Foundation
Leo Halpin Trust
Loftus Hill Fund
Lord Mayor's Charitable Foundation
M J Polinelli Trust
Muffin Foundation
Norma Jenkins Family Trust
RC & EM Bennett Fund
Thirza Rogers Estate
V R Pittman Charitable Trust
William Angliss Charitable Fund

Community and Organisation Supporters

ADP Consulting
Aidacare Pty Ltd
Angle
Ascot Group
Construction Programing
ECF Eastern Commercial Furniture
Evelyn Lane
Fryda Dorne & Associates
Grill'd Glen Waverley
H. Daniel Constructions
Jackson Clements Burrows Architects
L. Arthur Transport Services
Magistrates' Court of Victoria
Mann Group
Methodist Ladies' College
Prowse Quantity Surveyors
RDA Services
RLB
Slimmerlife Australia
Snyders Engineers
Woods Bagot

Financial performance

VMCH reported a net operating deficit for FY22 of \$13.6m compared to a net operating deficit of \$383k for FY21.

After allowing for the net loss of \$6.9m on the revaluation of our investment properties and related lease premiums in 2022, the net deficit was \$20.5m (FY21 net deficit was \$2.8m).

Total revenue in FY22 was \$219.8m, an increase of \$20m over FY21. Contributions to this from our business operations were: Residential Aged Care \$100.5m, Community Services \$81.1m, and Retirement Living \$20.7m, with \$17.3m from other activities including interest income fundraising and other sundry income.

Our main source of funding remains the Australian Government through funding of aged care places, home care packages and disability services through the National Disability Insurance Scheme

(NDIS). This funding increased \$13.0m due to occupancy and indexation increases across the year, supplement increases due to refurbishments and COVID support payments. State Government funding increased \$1.3m.

Total expenses in FY22 were \$233.4m, an increase of \$33.2m on FY21. Payments to staff of \$149.9m accounted for most of this, increasing by \$18.3m on FY21. Additional operational requirements related to COVID have contributed to this increase.

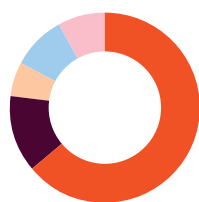
Other significant areas of cost were \$28.9m for delivery of services to our residents and clients, \$14.4m in property related expenses (including rent, rates and repairs and maintenance), \$20.9m depreciation and amortisation expenses (including bed licences of \$8.9m) and \$19.1m other expenses (including marketing, technology, administration, and project costs).

Our total assets at 30 June 2022 were \$950.9m which included property, plant, and equipment of \$471.0m and investment properties of \$363.1m. Total net assets were \$417.6m.

After commencing in March 2020, COVID continued to impact VMCH's business throughout the 2022 financial year and this is continuing into 2023. The pandemic required additional operational support to our services, including PPE, staff training and additional resourcing, and furlough protocols, which have caused additional costs to be incurred within the business.

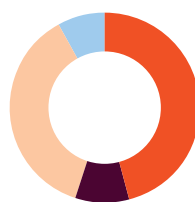
Analysis of our Net Core Operating result (excluding non-core items) for FY22 is an Operating Deficit of \$1.1m, which is normalised for recoverable COVID-19 costs and bed license amortisation.

We will continue to review our business and services on an ongoing basis and take appropriate action to ensure we meet the needs of our clients, staff and volunteers while remaining viable and sustainable.



Expenditure by source

- Employee Benefits Expense (64%)
- Service Delivery and Client Expense (13%)
- Repairs & Maintenance, Utilities & Property Expenses (6%)
- Depreciation (9%)
- Other (8%)



Revenue by source

- Residential Aged Care (46%)
- Retirement Living (9%)
- Community Services (37%)
- Business Services (inc. interest, fundraising) (8%)

	FY22 \$000	FY21 \$000
Income		
Federal Government funding	155,346	142,357
State Government funding	10,250	8,943
Fees and Other Income for rendering of services	23,703	22,204
Deferred Management Fees, Maintenance Fees and other Property Income	20,023	15,847
Fundraising and Bequests	1,108	876
Other (including imputed income on RADs in 2020 under new accounting standard)	9,326	9,598
Total Income	219,756	199,825
Expenditure		
Employee Benefits Expense	149,949	131,609
Service Delivery	28,993	26,322
Repairs and Maintenance, Utilities and Property expenses	14,435	14,182
Depreciation and Amortisation	20,850	11,348
Other	19,129	16,747
Total Expenditure	233,356	200,208
Net Operating Deficit	(13,600)	(383)
Net Gain/(Loss) on fair value of investment property and lease premiums	(6,923)	(2,447)
Net Surplus Deficit	(20,523)	(2,830)
Total Assets	950,892	913,336
Total Liabilities	533,313	498,379
Total Net Assets	417,579	414,957

More information

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Join the conversation



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Disclaimer: The information in this Annual Report has been prepared by Villa Maria Catholic Homes (VMCH). While every effort has been made to ensure accuracy, VMCH accepts no responsibility for any loss or inconvenience caused by reliance on the information set out in this Annual Report. Please contact us if you require detailed information about any of our services. Printed October 2022.