

Bring Joy

Annual Report 2022 - 2023



Bounty of Care

Our Bounty of Care ethos drives us to go beyond physical and health needs to embrace a culturally rich environment that inspires celebration, fosters belonging and enhances wellbeing.

Our Values

Respect

Do
Right

Bring
Joy

Inspire
Better

A rich tradition of love and care
Providing aged care services
to the community since 1977

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Acknowledgment of Country

Fronditha Care acknowledges the Traditional Owners of the lands on which we work and live and pay respects to Elders past present and emerging. We celebrate their connections to Country, knowledge and stories and recognise their sovereign status which has never ceded.



Dr Stella Laletas, President, Fronditha Care

PRESIDENT AND CEO REPORT

The world we live and work in has fundamentally changed. Fronditha Care is also transforming turning crisis into opportunity.

After three years impacted by the pandemic and the aged care reform agenda, this has been a rewarding and productive year - a year of transition, consolidation and growth reinforced by our purpose and mission delivering a Bounty of Care.

Through a solid foundation of efficient and effective governance, robust systems and processes driven by a clear and aligned purpose, vision and values, we're inspiring exceptional performance to achieve more for our elders and our community and continue to be an exemplar in the aged care sector.

FY22-23 Financial Performance

The FY22-23 year has seen the continuation and expansion of Fronditha Care's commitment to its mission grounded in the strategic vision delivered through the second year of our 10-year strategic framework. Fronditha Care has delivered a body of work that aligns with our mandate, core values and strategic pillars and at the same time proved our commercial discipline and financial strength with a significant positive shift in our financial performance.

We are delighted to report that we have met the commitments we made for the past year- a result achieved while navigating the many challenges of the aged care sector reforms signalling a significant turnaround in our earnings performance from recent years.

Fronditha Care this year achieved many firsts. A turnover of more than \$85m, provision of in home and community services to now over 1500 clients and with 5 facilities and 40 Independent Living Units (ILUS) delivered respite and residential services to over 682 elders.



Faye Spiteri OAM, CEO, Fronditha Care

Fronditha Care achieved a significant EBITDA of \$8.3m in comparison to the previous year's result of \$6.5m an increase of 27%. This result was supported by increases in productivity across Residential and Community Services alike, represented by growth of greater than 12% in revenue. We recognise that this achievement would not have been possible without the outstanding dedication and hard work of everyone across the organisation.

Our balance sheet remains in a strong position, with no debt as at 30 June 2023 and a solid cash position of \$9.35m. We have experienced material net inflows in refundable accommodation deposits, contributing a total cashflow of \$61m for the full year, which is the highest ever achieved in our 46-year history.

In September 2021, the Australian Government deregulated the treatment of bed licenses in the Aged Care Sector. This has meant that over a three-year period, the value ascribed to all bed licenses is to be written off in all Aged Care Facilities Australia-wide. Fronditha Care's bed licenses were valued at more than \$15m, and whilst this has no bearing on cash flow, the increase in this year's expenses is \$5.3m. We highlight that this adjustment has no impact on cash flow or trading operations and the normalised result was a net profit of \$561,094 - representing more than double of the net profit in FY21-22.

The impact of COVID-19 has reduced and our occupancy across facilities has continued to sit between 96-98% and due to careful and considered planning, Fronditha Care continues to perform better than industry average with an average AN-ACC of \$239 contrasted to the industry average of \$189.

As an aged care provider, we have an enormous responsibility to the elders we care for, their families our community and the broader aged care sector. Sector reform continues to be implemented at speed which, while creating a challenging operating environment, it is providing greater clarity for the operating and regulatory framework moving forward.

A key initiative of the reform agenda is the recently established Aged Care Taskforce. The Taskforce has set bold milestones and by December 2023 it will report its findings to the Government guiding and mapping the way forward for a sustainable sector. Fronditha Care continues to lobby and advocate through a range of forums actively participating in this significant social policy reform.

Our industry's journey towards the mandatory care minutes targets and 24/7 registered nurse availability is well underway and Fronditha Care who for has decades has prioritised and embedded 24/7 nursing care achieved transition of its workforce to meet the new care minutes standards.

While Fronditha Care welcomed the recent 15% pay increase announced by the Australian Government for frontline workers, the increase as we know left many workers behind. At Fronditha Care we prioritised pay increases for every single person working across residential and community services and in corporate functions too - every single staff member received an increase.

We have seen first-hand that the team at Fronditha Care are deeply passionate about what they do. Everyone is driven by the desire for better recognition of and better support for our elders to live well. By guaranteeing fair and equitable pay and reward and recognition for all our employees, we foster a positive and inclusive work culture that respects the contribution of all our people - no matter their function - and for the third consecutive year we have highly enviable rates of staff commitment and engagement to purpose.

This year, we have also intensified our efforts in staff recruitment and retention, launching innovative programs and training to ensure Fronditha Care is an employer of choice in the aged care sector and whilst the dominant discourse regarding the dearth of aged care workers continues, we have witnessed a 13% increase in our workforce.

Looking Forward

We celebrate that our elders are living longer, hearing their voices, allocating the necessary human and operational resources for developing a model of care, programs and services to ensure they are supported to live and age well.

The aged care reform agenda underpinned by legislative changes to put older Australians first, improve quality, safety and choice in aged care is still in many ways in its infancy and transformation, as we know, takes years. Fronditha Care's role in this landscape - as a trusted partner in providing aged care services grows with each passing year.

We have worked hard to build firm collaborations and share knowledge to contribute to meaningful work on these critical issues.

It has been a challenging and often times a very difficult journey to get to where we are today, but now with financial stability we are further challenging ourselves to have an impact focus that enables value creation for elders, their families and our community and helps us realise our vision.

As we reflect on the first two years of our 10-year strategic plan, we are proud to see advancements in our goals and a reset from the challenges of recent years. Right now, there is a tremendous opportunity to expand the reach of successful innovations in the model of care so more elders can benefit. We can build more resilient, equitable and innovative ways of designing and delivering aged care in the future. This vision of innovative high-quality services that disrupt the status quo was why we embarked on a journey to establish the Fronditha Care Foundation - which we are excited to share is on track to be officially launched in early 2024.

In an evolving environment, we are confident that we will continue to build upon our solid foundation. We remain committed to the highest standards of governance, transparency and accountability, grounded in an open and consultative approach in working with the Australian government, peak bodies, stakeholders and partners, community, families and elders.

Throughout this year, every single person we've worked alongside at Fronditha Care has shown incredible levels of resilience, strength, creativity and passion. To still be moving forward at such pace despite everything, speaks volumes to the tenacity of what we're doing and how we're working to Bring Joy.

Thank you to our Board of Directors, Committee members and Executive colleagues, members, volunteers, staff, and stakeholders. Thank you to the families and community who entrust us to care for loved ones. Thank you especially to our elders - we hope we bring you joy; we know you bring us untold hope and we are revitalised in our optimism because of each and every one of you.

We've got much to celebrate and so much more left to do. We look forward to continuing to work together to make an even greater impact in delivering against our purpose contributing further to the delivery of sustainable and quality aged care services for our community to live and age well and driving positive impacts across the aged care sector.

Dr. Stella Laletas
President
Fronditha Care

Faye Spiteri OAM
CEO
Fronditha Care

Αναφορά Προέδρου και Διευθύνουσας Συμβούλου

Ο κόσμος στον οποίο ζούμε και εργαζόμαστε έχει αλλάξει ριζικά. Η ΦΡΟΝΤΙΔΑ επίσης μεταμορφώνει τις δυσκολίες σε ευκαιρία.

Τρία χρόνια μετά από την πανδημία και την ατζέντα μεταρρύθμισης του τομέα φροντίδας ηλικιωμένων, η φετινή ήταν μια ανταποδοτική και παραγωγική χρονιά – ένας χρόνος μετάβασης, εδραίωσης και ανάπτυξης που ενισχύθηκε από τον σκοπό και την αποστολή μας να παρέχουμε έναν Σύνδεσμο Φροντίδας (Bounty of Care).

Μέσα από μια σταθερή βάση αποδοτικής και αποτελεσματικής διακυβέρνησης, ισχυρών συστημάτων και διαδικασιών, και υπό την καθοδήγηση ενός ξεκάθਾਰου σκοπού, οράματος και αξίες, και ορμώμενοι από εξαιρετικές επιδόσεις για να επιτύχουμε περισσότερα για τους ηλικιωμένους και την κοινότητά μας, συνεχίζουμε να αποτελούμε παράδειγμα προς μίμηση του τομέα φροντίδας ηλικιωμένων.

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Οικονομική Απόδοση Οικονομικού Έτους 22-23

Το Οικονομικό Έτος ‘22-’23, συνεχίστηκε η επέκταση και δέσμευση της ΦΡΟΝΤΙΔΑΣ στην αποστολή της, που βασίζεται στο στρατηγικό της όραμα το οποίο εισήρθε στο δεύτερο έτος του δεκαετούς στρατηγικού μας πλαισίου.

Η ΦΡΟΝΤΙΔΑ έχει παραδώσει ένα σύνολο εργασιών που συνάδει με τον σκοπό, τις βασικές αξίες και τους στρατηγικούς μας πυλώνες και ταυτόχρονα απέδειξε την οικονομική της ισχύ, σημειώνοντας μια σημαντική θετική αλλαγή στην οικονομική της απόδοση.

Είμαστε στην ευχάριστη θέση να αναφέρουμε ότι τηρήσαμε τις υποσχέσεις που κάναμε το προηγούμενο έτος – ένα αποτέλεσμα που επιτεύχθηκε εν μέσω πολλών προκλήσεων που απέφεραν οι μεταρρυθμίσεις στον τομέα φροντίδας ηλικιωμένων, σηματοδοτώντας μια σημαντική ανάκαμψη στην απόδοση των κερδών μας σε σύγκριση με τα τελευταία χρόνια.

Η ΦΡΟΝΤΙΔΑ πέτυχε φέτος αρκετές πρωτιές. Κύκλο εργασιών άνω των \$85 εκατομμυρίων, παροχή οικιακών και κοινοτικών υπηρεσιών σε περισσότερους από 1500 ηλικιωμένους και με 5 οίκους ευγηρίας και 40 Μονάδες Ανεξάρτητης Διαβίωσης (ILUS) παρέιχε υπηρεσίες ανάπαυσης και στέγασης σε περισσότερους από 682 ηλικιωμένους.

Η ΦΡΟΝΤΙΔΑ πέτυχε σημαντικό EBITDA ύψους \$8,3 εκατομμυρίων συγκριτικά με το αποτέλεσμα του προηγούμενου έτους των \$6,5 εκατομμυρίων, σημειώνοντας αύξηση 27%.

Αυτό το αποτέλεσμα υποστηρίχθηκε από την αύξηση της παραγωγικότητας τόσο στις Οικιακές Υπηρεσίες όσο και στις Κοινοτικές Υπηρεσίες, που αντιπροσωπεύεται από αύξηση εσόδων άνω του 12%. Αναγνωρίζουμε ότι αυτό το επίτευγμα δεν θα ήταν δυνατό χωρίς την εξαιρετική αφοσίωση και τη σκληρή δουλειά όλων σε ολόκληρο τον Οργανισμό.

Ο ισολογισμός μας παραμένει σε ισχυρή θέση, χωρίς να υπάρχει χρέος στις 30 Ιουνίου 2023 και σταθερή θέση ρευστών, στο ύψος των \$9,35 εκατομμυρίων. Έχουμε βιώσει καθαρές εισροές υλικού σε καταθέσεις επιστρεφόμενων κλινών (refundable accommodation deposits), συνεισφέροντας μια συνολική ταμειακή ροή \$61 εκατομμυρίων για ολόκληρο το έτος, η οποία είναι η υψηλότερη που έχει επιτευχθεί ποτέ στην 46χρονη ιστορία μας.

Τον Σεπτέμβριο του 2021, η Αυστραλιανή Κυβέρνηση απελευθέρωσε τις άδειες για τις κλίνες στον Τομέα Φροντίδας Ηλικιωμένων. Αυτό σημαίνει ότι σε μια περίοδο τριών ετών, η αξία που αποδίδεται σε όλες τις άδειες θα διαγραφεί σε όλους τους Οίκους Ευγηρίας της Αυστραλίας. Οι άδειες κλινών της ΦΡΟΝΤΙΔΑΣ εκτιμήθηκαν σε περισσότερα από \$15 εκατομμύρια και, ενώ αυτό δεν έχει καμία σχέση με την ταμειακή ροή μας, οι δαπάνες φέτος αυξήθηκαν στα 5,3 εκατομμύρια δολάρια. Τονίζουμε ότι αυτή η προσαρμογή δεν έχει καμία επίδραση στην ταμειακή ροή ή στις συναλλαγές και το κανονικοποιημένο αποτέλεσμα ήταν καθαρό κέρδος \$561.094- που αντιπροσωπεύει περισσότερο από το διπλάσιο του καθαρού κέρδους του Οικονομικού Έτους ‘21-’22.

Ο αντίκτυπος του COVID-19 έχει μειωθεί, η πληρότητά στις εγκαταστάσεις μας συνέχισε να κυμαίνεται μεταξύ 96-98% και λόγω προσεκτικού και μελετημένου σχεδιασμού, η ΦΡΟΝΤΙΔΑ συνεχίζει να αποδίδει καλύτερα από τον μέσο όρο του τομέα, με μέσο όρο AN-ACC (Παναυστραλιανό μοντέλο χρηματοδότησης τομέα Φροντίδας Ηλικιωμένων) \$239 σε αντίθεση με το μέσο όρο του κλάδου που είναι \$189.

Ως πάροχος φροντίδας ηλικιωμένων, έχουμε τεράστια ευθύνη απέναντι στους ηλικιωμένους που φροντίζουμε, τις οικογένειές τους, στην κοινότητά μας και στον ευρύτερο τομέα φροντίδας ηλικιωμένων. Η μεταρρύθμιση του κλάδου συνεχίζει να εφαρμόζεται με ταχύτητα που, ενώ δημιουργεί ένα απαιτητικό περιβάλλον λειτουργίας, παρέχει μεγαλύτερη σαφήνεια για το μελλοντικό λειτουργικό και ρυθμιστικό πλαίσιο.

Μια βασική πρωτοβουλία της ατζέντας μεταρρυθμίσεων είναι το πρόσφατα ιδρυθέν Κλιμάκιο Φροντίδας Ηλικιωμένων. Το Κλιμάκιο έχει θέσει τολμηρά ορόσημα και έως τον Δεκέμβριο του 2023 που θα παρουσιάσει τα ευρήματά της στην κυβέρνηση, χαρτογραφώντας την πορεία του τομέα για να γίνει πιο βιώσιμος. Η ΦΡΟΝΤΙΔΑ συνεχίζει να ασκεί πίεση και να υποστηρίζει ενεργά για μία σημαντική μεταρρύθμιση κοινωνικής πολιτικής, μέσω μιας σειράς συνεδρίων που συμμετέχει.

Το ταξίδι του κλάδου μας προς τους στόχους των υποχρεωτικών λεπτών φροντίδας και τη διαθεσιμότητα εγγεγραμμένων νοσοκόμων 24 ώρες το 24ωρο, 7 ημέρες την εβδομάδα, βρισκείται σε εξέλιξη και η ΦΡΟΝΤΙΔΑ- η οποία εδώ και δεκαετίες έχει δώσει προτεραιότητα και παρέχει νοσηλευτική φροντίδα 24 ώρες και 7 ημέρες την εβδομάδα- πέτυχε στη μετάβαση του εργατικού δυναμικού της για να ανταποκριθεί στα νέα πρότυπα φροντίδας.

Ενώ η ΦΡΟΝΤΙΔΑ επικρότησε την πρόσφατη αύξηση αμοιβών κατά 15% που ανακοίνωσε η Αυστραλιανή Κυβέρνηση για τους εργαζόμενους πρώτης γραμμής, η αύξηση, όπως ήδη γνωρίζουμε, δεν συμπεριέλαβε πολλούς εργαζόμενους. Στη ΦΡΟΝΤΙΔΑ δώσαμε προτεραιότητα στις αυξήσεις μισθών για κάθε άτομο που εργάζεται στους οίκους ευγηρίας και τις κοινοτικές υπηρεσίες καθώς και στα κεντρικά γραφεία όλα τα μέλη του προσωπικού έλαβαν αύξηση.

Γνωρίζουμε πολύ καλά ότι η ομάδα της ΦΡΟΝΤΙΔΑΣ είναι αφοσιωμένη σε αυτό που κάνει. Όλοι κινητοποιούνται από την επιθυμία για καλύτερη υποστήριξη για τους ηλικιωμένους μας για να ζήσουν καλά. Με την εγγύηση δίκαιης και ίσης αμοιβής, ανταμοιβής και αναγνώρισης για όλους τους υπαλλήλους μας, καλλιεργούμε μια θετική και χωρίς αποκλεισμούς εργασιακή κουλτούρα που σέβεται τη συμβολή όλων των ανθρώπων μας - ανεξάρτητα από τις ευθύνες τους- και για τρίτη συνεχή χρονιά σημειώσαμε αξιοζήλευτα ποσοστά στη δέσμευση και αφοσίωση του προσωπικού μας.

Φέτος, έχουμε επίσης εντείνει τις προσπάθειές μας για την πρόσληψη και διατήρηση προσωπικού, εγκαινιάζοντας καινοτόμα προγράμματα και εκπαίδευση για να διασφαλίσουμε ότι η ΦΡΟΝΤΙΔΑ είναι εργοδότης επιλογής στον τομέα της φροντίδας ηλικιωμένων και ενώ η κυρίαρχη συζήτηση σχετικά με την έλλειψη εργαζομένων στον τομέα της φροντίδας ηλικιωμένων συνεχίζεται, το εργατικό δυναμικό μας αυξήθηκε κατά 13%.

Με το βλέμμα στο μέλλον

Γιορτάζουμε το γεγονός ότι οι ηλικιωμένοι μας ζουν περισσότερο, οι φωνές τους ακούγονται, διαθέτουμε τους απαραίτητους ανθρώπινους και επιχειρησιακούς πόρους για την ανάπτυξη ενός μοντέλου φροντίδας, προγραμμάτων και υπηρεσιών ώστε να διασφαλίσουμε ότι θα έχουν την κατάλληλη υποστήριξη για να ζήσουν και να γεράσουν καλά.

Η ατζέντα μεταρρύθμισης της φροντίδας ηλικιωμένων που υποστηρίζεται από νομοθετικές αλλαγές για να αποτελούν οι ηλικιωμένοι Αυστραλοί προτεραιότητα, να βελτιωθεί η ποιότητα, η ασφάλεια και οι επιλογές στη φροντίδα ηλικιωμένων είναι ακόμη από πολλές απόψεις στα σπάργανα και η αλλαγή, όπως γνωρίζουμε, χρειάζεται χρόνια. Ο ρόλος της ΦΡΟΝΤΙΔΑΣ σε αυτό το πλαίσιο, ως έμπιστος συνεργάτης στην παροχή υπηρεσιών φροντίδας ηλικιωμένων, αυξάνεται κάθε χρόνο. Εργαστήκαμε σκληρά για να οικοδομήσουμε σταθερές συνεργασίες και να μοιραστούμε τη γνώση για να συμβάλουμε με ουσιαστική εργασία σε αυτά τα κρίσιμα ζητήματα.

Ήταν ένα απαιτητικό και συχνά πολύ δύσκολο ταξίδι για να φτάσουμε εδώ που είμαστε σήμερα, αλλά τώρα έχοντας οικονομική σταθερότητα, αναλαμβάνουμε περαιτέρω προκλήσεις για να επικεντρωθούμε στον αντίκτυπο που

επιτρέπει τη δημιουργία αξίας για τους ηλικιωμένους, τις οικογένειές τους και της κοινότητά μας και μας βοηθά να συνειδητοποιήσουμε το όραμά μας.

Καθώς συλλογίζομαστε τα δύο πρώτα χρόνια του δεκαετούς στρατηγικού μας σχεδίου, είμαστε περήφανοι που βλέπουμε πρόοδο στους στόχους μας και ότι έχουμε επανέλθει μετά από τις προκλήσεις των τελευταίων ετών. Αυτήν τη στιγμή, υπάρχει μια τεράστια ευκαιρία να επεκταθεί η εμβέλεια των επιτυχημένων καινοτομιών στο μοντέλο φροντίδας, ώστε περισσότεροι ηλικιωμένοι να μπορούν να επωφεληθούν. Μπορούμε να δημιουργήσουμε πιο ανθεκτικούς, δίκαιους και καινοτόμους τρόπους σχεδιασμού και παροχής φροντίδας ηλικιωμένων στο μέλλον. Αυτό το όραμα για καινοτόμες υπηρεσίες υψηλής ποιότητας που διαταράσσουν το status quo ήταν ο λόγος που ξεκινήσαμε το ταξίδι για την ίδρυση του Ιδρύματος Φροντίδα- το οποίο με ενθουσιασμό σας λέμε ότι πρόκειται να ξεκινήσει επίσημα στις αρχές του 2024.

Σε ένα μεταβαλλόμενο περιβάλλον, είμαστε βέβαιοι ότι θα συνεχίσουμε να χτίζουμε πάνω στα γερά θεμέλιά μας. Παραμένουμε προσηλωμένοι στα υψηλότερα πρότυπα διακυβέρνησης, διαφάνειας και ευθύνης, βασιζόμενοι σε μια ανοιχτή και συμβουλευτική προσέγγιση στη συνεργασία με την αυστραλιανή κυβέρνηση, φορείς, ενδιαφερόμενων μερών και συνεργάτες, την κοινότητα, τις οικογένειες και τους ηλικιωμένους.

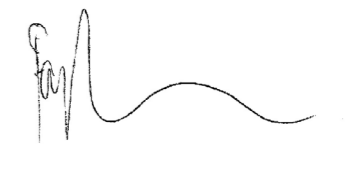
Καθ' όλη τη διάρκεια αυτής της χρονιάς, κάθε άτομο με το οποίο συνεργαστήκαμε στη ΦΡΟΝΤΙΔΑ έχει δείξει απίστευτα επίπεδα ανθεκτικότητας, δύναμης, δημιουργικότητας και πάθους. Το να συνεχίζουμε να προχωράμε με τέτοιους ρυθμούς παρά τα όσα γίνονται, λέει πολλά για την επιμονή αυτού που κάνουμε και του πώς εργαζόμαστε για να φέρουμε χαρά.

Ευχαριστούμε το Διοικητικό Συμβούλιο, τα μέλη της Επιτροπής και την Ομάδα Εκτελεστικής Διοίκησης, τους συναδέλφους, τα μέλη, τους εθελοντές, το προσωπικό και τα ενδιαφερόμενα μέρη. Ευχαριστούμε τις οικογένειες και την κοινότητα που μας εμπιστεύονται να φροντίσουμε τα αγαπημένα μας πρόσωπα. Ευχαριστούμε ιδιαίτερα τους ηλικιωμένους μας – ελπίζουμε να σας φέρνουμε χαρά. Ξέρουμε ότι μας δίνετε μεγάλη ελπίδα και αναζωογονούμαστε εξαιτίας του καθενός από εσάς.

Έχουμε πολλούς λόγους να γιορτάσουμε και πολλά άλλα να κάνουμε. Ανυπομονούμε να συνεχίσουμε να εργαζόμαστε μαζί για να έχουμε ακόμη μεγαλύτερο αντίκτυπο που σύμφωνα με τον σκοπό μας, είναι να συμβάλουμε περαιτέρω στην παροχή βιώσιμων και ποιοτικών υπηρεσιών φροντίδας ηλικιωμένων ώστε η κοινότητά μας να ζήσει και να γερνάει καλά και να έχει θετικές επιπτώσεις σε ολόκληρο τον τομέα της φροντίδας ηλικιωμένων.



Σρ. Στέλλα Λαλέτας
Πρόεδρος
ΦΡΟΝΤΙΔΑ



Φαίη Σπιτέρη ΟΑΜ
Διευθύνουσα Σύμβουλος
ΦΡΟΝΤΙΔΑ



Yiannis, Fronditha Care St Albans Resident

Highlights



\$280K+
donations &
bequests



175% increase in Net
Profit excluding amortisation
of Bed licence fees



\$85m Revenue
increase of 12%
\$8.3m EBITDA
increase of 27%



1000
Home Care
packages



86,300
hours of at-home
care delivered



18%
increase of care
staff in Community
Services



96% - 98%
occupancy rate
in residential care



2182
total number of
elders in our care



682
residents cared for



150 production hours
36 radio shows
69 guests



92%
Greek speaking
staff in Community
Services



13%
increase in
workforce across
Fronditha Care



95% of staff really
enjoy the work they are
doing, with 84% preferring
to work for Fronditha Care
than any other organisation



95% of staff
are committed to the
vision and values of the
organisation



92% of staff
are dedicated to
delivering service
excellence

*N = 450

Bounty of Care Awards Celebrating Staff Excellence

Froniditha Care held its second consecutive Bounty of Care Awards. With the theme of Bring Joy, it was a celebration of staff excellence and acknowledgment of the exemplary dedication of the more than 800 staff.

The event saw employees come together at the Glasshouse in Melbourne, with some team members joining via livestream.

Years of Service Recognition

More than 100 staff received Years of Service Awards.

Five employees were recognised for 25 consecutive years of dedicated service to the organisation and another five with 20 years of service. Others were recognised for 5,10 and 15 years of service.

Reaching these milestones – for so many team members – speaks volumes about the dedication and commitment of Froniditha Care's people, especially in an industry with many workforce challenges.

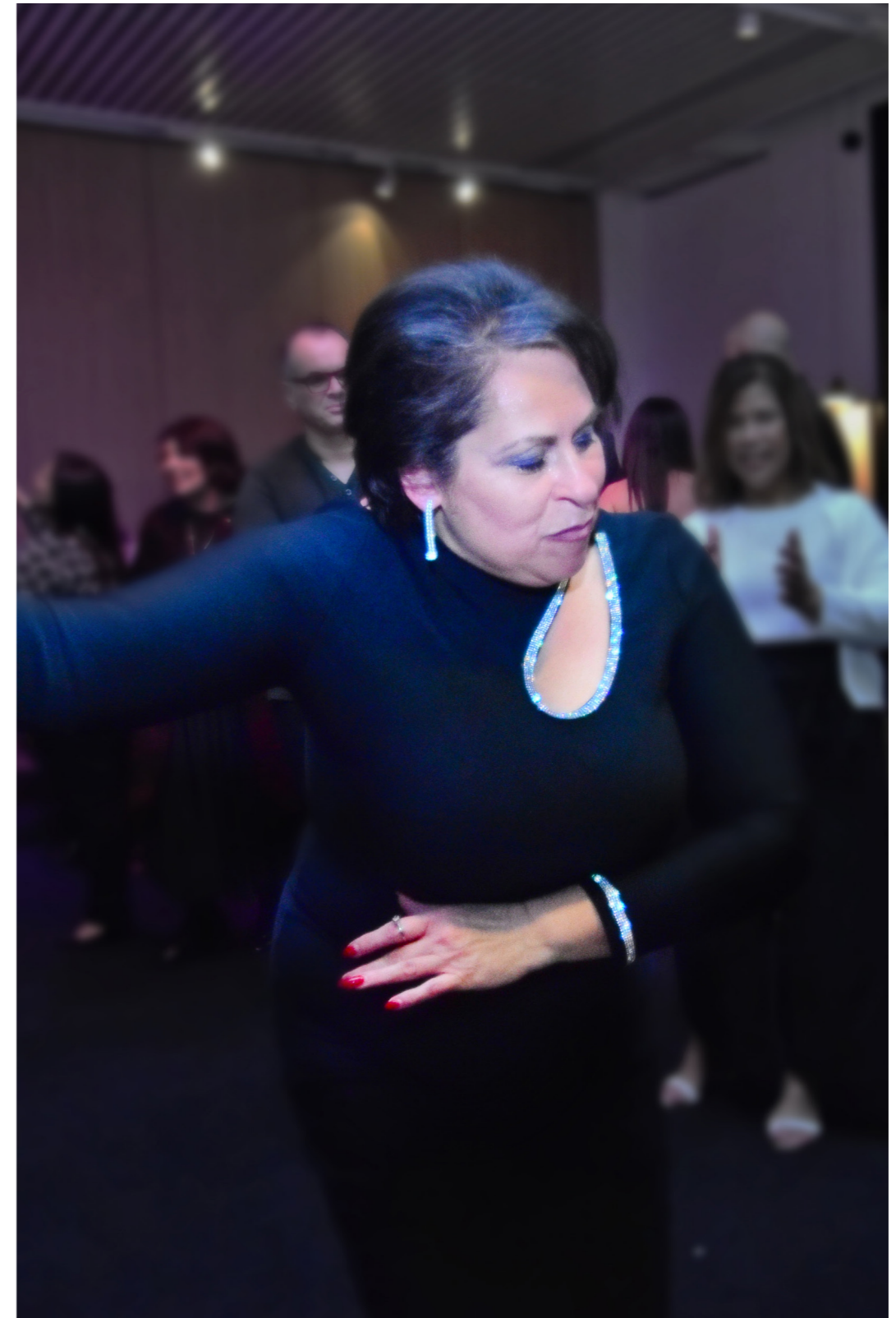
Faye Spiteri OAM, CEO, Froniditha Care who hosted the evening, noted this outstanding tenure as a testament to the importance Froniditha Care places on creating an exceptional work environment as part of its Employee Value Proposition (EVP) and the focus it places on strengthening Froniditha Care's culture of respect, doing right, bringing joy and inspiring better.

Bounty of Care Awards

The Bounty of Care Awards recognise and celebrate staff contribution with categories representing each of Froniditha Care's core values: Respect, Do Right, Inspire Better and Bring Joy.

The penultimate Award was the presentation of the coveted Bounty of Care Excellence Award, presented to the employee of the year who consistently demonstrated all four Froniditha Care values.

Team members across the organisation were actively involved in the selection of the nominees, submitting over 500 nominations across the five categories.



Dimitria Gougi,
Froniditha Care Thornbury



Kostas Livadaras, Treasurer, Fronditha Care Executive with Fronditha Care Team, members at the Bounty of Care Awards 2023

Excellence in Respect

Nabin Dangi
Enrolled Endorsed Nurse
Froniditha Care St Albans



Nabin was recognised for his candidness, reliability, empathy and the respect he demonstrates toward everyone in the St Albans facility. His impact on the elders and staff is a result of his open-mindedness, which fosters an environment where meaningful conversations flourish between colleagues and residents. His optimism, authenticity and dedication create a space for genuine connections and shared laughter. Kostas Livadaras, Treasurer, Froniditha Care, was delighted to present Nabin with his award.

Excellence in Do Right

Nikolaos Taratsas
Lifestyle Officer
Froniditha Care Clayton



Nikolaos was acknowledged for being a true team player and an integral member of the Clayton Lifestyle team. Nikolaos's talent for collaboration fosters a positive and productive team spirit, making him an asset to Froniditha Care with a profound impact on the wellbeing of the Clayton residents. With a thorough knowledge of his responsibilities and duties, he is a great team player helping residents and colleagues alike. He approaches everything with consideration, motivation and a contagious positive attitude to do right in all instances.

Faye Spiteri OAM, CEO, Froniditha Care, was pleased to present Nikolaos with his award.

Excellence in Bring Joy

Leah Paul
Lifestyle Assistant
Froniditha Care Newcastle



Leah received the Excellence in Bring Joy Award for her dedication to enhancing the lives of elders at Froniditha Care Newcastle. Her dedication is evident through her consistent efforts to ensure their engagement and happiness, while her strong work ethic is exemplified by her noteworthy accomplishments over the past year. This includes the successful completion of her Certificate

IV in Leisure and Health. As a driven Lifestyle Assistant, Leah approaches her role with unwavering commitment, tackling tasks of all sizes with a can-do attitude and seamless efficiency.

Dr Stella Laletas, President, Froniditha Care was delighted to announce the Award and Laurey Garratt, Residential Manager Newcastle, was thrilled to present Leah with her Award.

Excellence in Inspire Better

Anita Philip
Senior Financial Accountant
Support Hub



Anita was recognised for consistently going above and beyond in her role, displaying remarkable helpfulness, a collaborative spirit, and a willingness to share her knowledge. Notably, Anita's adept multitasking abilities and support for others, even amid her own busy schedule, showcase her dedication towards her colleagues and Froniditha Care. Her commitment to continuous improvement shines through her proactive approach to enhancing corporate services and embracing innovation.

Faye Spiteri OAM, CEO, Froniditha Care, was delighted to present Anita with her award.



(L-R) Dr. Stella Laletas, President, Froniditha Care, Louisa Storer, CCC, Froniditha Care Thornbury with Faye Spiteri OAM, CEO, Froniditha Care

The Bounty of Care Excellence Award

Louisa Storer
Clinical Care Coordinator
Froniditha Care Thornbury

Louisa received the Bounty of Care Excellence Award — the most prestigious award of the night. Louisa epitomises the core values of respect, integrity, joy, and inspiration. Her unwavering respect for colleagues and her compassionate care for elders exemplify her commitment to doing right.

She fosters a deep connection with the residents, facilitating communication and understanding.

Louisa's empathy and actions not only inspire her colleagues but also mirror her dedication to inspiring better experiences for elders and their families at Froniditha Care Thornbury.

Louisa has collaborated on a number of projects with colleagues that have made a real difference across the organisation — she represents the true meaning of Bounty of Care.



Faye Spiteri OAM, CEO, Fronditha Care with Sofia Keretzidis, SSG Coordinator and the SSG Team at the Bounty of Care Awards 2023



Fronditha Care Graduate Nursing Mentors with Faye Spiteri OAM, CEO Fronditha Care and Sarah McMurrrie, Organisational Development and Wellbeing Manager at the Bounty of Care Awards 2023

CEO's Award

A surprise of the evening was the inaugural CEO's Award. This prestigious honor recognised two outstanding teams and two individuals who truly embody the spirit of OneFronditha.

Faye Spiteri CEO, OAM, Fronditha Care, prior to announcing the awardees, stated:

“ For Fronditha Care to remain competitive and relevant, demands that we step beyond entrenched positions, it demands that we break down the silos and collaborate across all business functions of our organisation and that we listen more carefully to less powerful voices in our workforce and across our community especially those of our elders. We should focus too on a more inclusive approach in which the power of technology, community engagement and our workforce are leveraged together creating an ecosystem that enable seamless interactions across our organisation. ”

The four mentors of the Fronditha Care Graduate Nursing Transition to Practice Pilot also received the CEO's Award. These mentors exemplify what it truly means to inspire better, by guiding and supporting colleagues to grow in their professional roles they stand as genuine examples of OneFronditha leadership.

Ria Georgiadis
Events and Communications Officer
Support Hub



The final two CEO's Award were presented to two individuals, Yiannis Andreanidis and Ria Georgiadis, for their contribution to OneFronditha and their positive impact across the whole organisation.

Yiannis Andreanidis
Maintenance Officer
Support Hub



ORESTIAS Community Garden

Community Garden Launch

Fronthitha Care unveiled its new community garden in Melbourne which has already brought joy to elders who participate in its Social Support Groups in Mulgrave.

The garden was a passion project of our CEO, Faye Spiteri OAM- seeing the potential to convert an underutilised space adjacent to the Fronthitha Care Community Centre into a garden that could be used to promote the health and wellbeing of elders through gardening.

The garden became a reality after a successful campaign that raised more than \$82,000.

The garden was co-designed with elders and it features raised beds where they have already planted some of their favourite vegetables and herbs. The vegetable beds are surrounded by olive and lemon trees.

Vines have been planted to grow over the new pergola so that elders can enjoy a village-like atmosphere. The BBQ and alfresco area will be used for outdoor activities and celebrations of significant cultural occasions.

The garden is named “**ORESTIAS Community Garden**” in recognition of the generous \$50,000 contribution by the Victorian Association of Argos Orestikon and Districts (Orestias).

Fronthitha Care was privileged to have Emmanuel Kakavelakis, Consul General of Greece to Melbourne, officially open the garden along with Mr Kostas Livadaras, Treasurer, Fronthitha Care and Mr Jim Megas and committee members of Argos Orestikon and Districts.

Mr. Kakavelakis commented on how impressed he was by this initiative and the beauty of the garden and commended the contribution of Fronthitha Care to the Greek Australian diaspora.

Fronthitha Care acknowledges the generosity of the Victorian Association of Argos Orestikon, the Hon Clare O’Neil MP, the Stronger Communities Programme, Steven Tsalikidis and family and all those who contributed to our community garden and made it a reality.



(L-R) Kostas Livadaras, Treasurer, Fronthitha Care, Emmanuel Kakavelakis, Consul General of Greece to Melbourne, Faye Spiteri OAM, CEO, Fronthitha Care, Jim Megas and committee members of The Victorian Association of Argos Orestikon and Districts



Grace Tardakas, SSG Participant enjoying the ORESTIAS Community Garden

Recognising our Volunteers

Volunteer Program

Volunteers are integral to maintaining our connection to community. Since 1977 Fronditha Care volunteers have been an integral part of the delivery of our Bounty of Care, playing a critical role in maintaining social connection and community engagement with our elders. They provide invaluable companionship to elders in our care, and have formed strong bonds across the years.

Our 150 dedicated volunteers participate in a number of different activities, from coordinating special fundraising events through to performing on special occasions and complementing the work of our lifestyle teams.

This year we developed a Volunteer Strategic Framework linked to our 10-year Strategy. Fronditha Care's focus for its Volunteer Program is to continue to support our purpose by bringing joy to those in our care and helping them to stay connected to the community.

We are revitalising our Volunteer program focusing on three key areas:

- Attract new volunteers
- Retain, recognise and connect volunteers
- Support and strengthen Fronditha Care's Volunteer Program

Building the capacity of our volunteers

Recognising the significance of computer literacy in today's digital landscape, Fronditha Care is committed to equipping its volunteers with the necessary skills, knowledge and confidence to navigate this dynamic digital environment safely.

In pursuit of this commitment, we introduced a Computer Literacy Program, providing specialised training for our volunteers.

This training empowers our volunteers to confidently use tablets, smartphones and various apps enabling them to better assist our elders in this digital age.

The response from volunteers who have participated in this training has been overwhelmingly positive, and the program has been celebrated as a resounding success with more sessions planned in 2024.



Despina Sapountzis, Fronditha Care Volunteer at the Computer Literacy Program



Vaïos Tioulis and Kosmas Tzelios,
Volunteers, Fronditha Care St Albans

Acknowledging our Volunteers' contribution

Froniditha Care celebrated the remarkable contributions of its 150 dedicated volunteers during a special event held as part of National Volunteer Week 2023.

Many volunteers were honored for their unwavering commitment to serving elders, whether within the five Froniditha Care facilities, in the homes of elders and the Community Services Social Support Groups.

Faye Spiteri OAM, CEO, Froniditha Care, emphasised the significance of celebrating volunteers, highlighting the philanthropic spirit that characterises the Greek community. She expressed her deep and heartfelt appreciation for the contribution of all those who commit their time and passion to Froniditha Care.

Volunteers were recognised for Years of Service, starting with 5 years and continuing all the way to an impressive 45 Years of Service.

Chrissa Kara and Rita Gabriel OAM were acknowledged for their remarkable 45 Years of Service, primarily for their efforts in raising funds to support the mission of Froniditha Care.

The CEO extended her appreciation to the Presidents, both past and present, of the Froniditha Care Auxiliary Committees in Templestowe, St. Albans, and Thornbury, which have recently merged into the OneFroniditha Auxiliary.

Volunteer of the Year 2023

For the first time the Volunteer of the Year award was presented to two exceptional individuals.

Theodoros Giannicopoulos

Theodoros was recognised for being a constant source of support for our elders, both within our facilities and during home visits. His kind and gentle demeanor has brightened countless days for our elders, offering smiles and emotional support. When asked what motivates him to dedicate his days to Froniditha Care and our elders, his response is always the same, that he likes to give back to people.

Nickolas Makrynakis

Nikolaos was acknowledged as being an integral part of the team and has shown exceptional dedication to our elders residents. He has generously devoted countless hours to making our elders happy, whether by their side during various events in the facility, at the kafeneio where the men gather to chat, or through his musical talents. He has formed a music band that entertains our elders, responding with enthusiasm to their song requests. Nickolas was also deeply moved by the honor and expressed his gratitude to the organisation.

“ This year’s theme for National Volunteer Week, ‘The Change Makers,’ truly resonates with all of you. Your presence brings joy to our elders, inspiring us all to uphold both professional and personal values. You are an integral part of the volunteer spirit that defines Australians and Greeks in particular. ”

- Faye Spiteri OAM, CEO, Froniditha Care at the Volunteer Ceremony



Nickolas Makrynakis and Theodoros Giannicopoulos, joint awardees of the Froniditha Care Volunteer of the Year 2023



Tasoula Kordaris and Angela Kardamiliotis, Froniditha Care Volunteers at the Volunteer Recognition Ceremony 2023

Residential Care Services

Delivering a Bounty of Care

Froniditha Care supports almost 500 elders across five locations: Clayton, Templestowe, Thornbury, St Albans in Melbourne and Newcastle in NSW.

Froniditha Care continued to excel in residential services delivery, with all our facilities fully accredited for three years.

All our facilities received a number of unannounced visits from the Aged Care Quality and Safety Commission. Every facility met all standard outcomes and were able to demonstrate how their Quality and Clinical Governance Framework and continuous improvement plans are ensuring the quality and safety of clinical care and the health and wellbeing of residents.

Froniditha Care firmly believes that provision of residential aged care services must go beyond the physical needs of residents. Our commitment to a holistic person-centered approach has been the cornerstone of our services since 1977.

We understand how important it is to provide connections to cultural heritage, including language, music and linkages to the Greek-Australian community.

This forms the basis of the culturally centered care we deliver and our unique approach which continues to have a profound impact on the health and wellbeing of our residents.

Beyond our clinical care, our rich lifestyle programs, delivered by our Lifestyle Teams and volunteers, play a crucial role in helping residents socialise, fostering a sense of community and companionship.

The tailored program celebrates the lives of our residents, with a focus on key religious and cultural events such as Easter, Christmas and New Year and observation of Greek Independence and OHI day.

This year's events and activities presented many moments of joy for our residents, which contributed to our ongoing promise of providing excellence in care. Two integral aspects of our residential services are the vibrant lifestyle program and our exceptional dining experience.

Highlights of the year included artists who brought the gift of music, performing much cherished songs for our residents bringing them joy by transporting them to their younger years, and special guest chefs who nourished their spirit and soul.



Vaia, Froniditha Care Clayton Resident



Enriching the lives of our elders

The heartbeat of Fronditha Care lies in delivering our mission and fulfilling our purpose to provide a Bounty of Care and bring joy to our elders. We go above and beyond to ensure our residents are treated with dignity and respect with a focus on their health and wellbeing.

“On admission to a Fronditha Care facility, we make it a point to learn as much as we can about our residents’ interests and the daily activities that inspire and engage them. These interests can range from physical activities and sports to games and cultural pursuits. Our staff from Clinical to Lifestyle collaborate to design a monthly program that ensures residents connect and engage in their new environment”, Cassandra Barnett, Lifestyle Coordinator, Newcastle.

While we take immense pride in celebrating the cultures of our residents, we are also committed to inclusivity, Cassandra notes, “We focus on activities that reflect the diversity of Australia including celebrating Lunar New Year and Diwali and St Patrick’s Day; it is important for our residents to have different and unique experiences, because no matter their age they are still curious and open.”

Whether it’s the big national celebrations or cultural festivals, we make sure to mark these occasions with special events. Jenny Andrianakis from St Albans shares an example, “We recently had an olive picking day to harvest the fruit from the many olive trees which line the walkways of our facility. It was an opportunity for the residents to

enjoy the sun, drink some wine and eat mezedakia, while they picked olives. They shared stories about their life in Greece and got so much pleasure from this activity.”

Niki Zougoulos from the Templestowe facility emphasises the importance of observing and celebrating significant cultural dates such as Christmas, Easter, and national day celebrations like Greek Independence Day. “These events connect them to who they are and that needs to be acknowledged and honored every day. There is also a regular religious program where residents come together to sing hymns, fostering their connection to their spirituality and their religious community.”

At the Thornbury Memory Support Unit, even residents with advanced dementia connect to their spirituality. Dimitria Gougi from the Thornbury facility says “During the observation of the Dormition of the Mother of God, residents’ faces lit up with joy, and their eyes sparkled during this significant and meaningful liturgy. It’s moments like these that remind us of the profound impact our activities can have on the lives of our residents. It’s touching to see how someone who may not appear present, can be so touched by something that is deeply rooted in who they are.”

The activity teams also try different programs to gauge interest in diverse activities, one of them being Pet Therapy as Jenny Andrianakis explains. “The introduction of furry companions into the daily lives of the residents has proven to be a source of immense joy and comfort. The presence of different animals

such as dogs, rabbits and llamas has a soothing and therapeutic effect and at the same time can be a source of companionship. Residents interact with these animals in such a way that reduces stress and anxiety. This activity contributes to their emotional and mental wellbeing, creating a warm and uplifting atmosphere within the facility.”

Beyond special events, our residents enjoy a daily entertainment program that includes physical exercise, games, reading, singing, and dancing. We also cherish moments of reminiscing, where we engage in conversations about their place of origin and other life stories. These activities connect our team to the residents in a more meaningful way. Sofia Spyropoulou, Activities Officer, Clayton facility sums it up perfectly, “This activity is really special because as you listen to stories you not only learn about the residents, you learn important life lessons.”

Activity Teams, assisted by dedicated volunteers, often organise exclusive activities. These take place weekly, providing unique gatherings for male residents such as Kafeneio, and for female residents, such as High Tea, where they engage in lively discussions about topics that interest them.

Fronditha Care Lifestyle Teams feel privileged to play such an important role in creating memories and bringing joy.



Katina, St Albans resident during olive picking

Commemorating OHI Day at Fronditha Care St Albans



Commemorating OHI Day at Fronditha Care St Albans



Paul, Fronditha Care Templestowe resident



Volunteer Chef Andreas Patsikatheodorou preparing pancakes on Shrove Tuesday

Creating a sense of community

At the heart of Fronditha Care are our five facilities which provide an uplifting, nurturing and connected environment for our beloved residents. With a rich tradition of love and care, our Bounty of Care ethos drives us to go beyond the physical and health needs of our elders. We deliver culturally specific care, which means always respecting and celebrating the cultural, spiritual, personal and social values of elders. We embrace a culturally rich environment that inspires celebration, fosters belonging and enhances wellbeing for all those in our care.

A critical component of this ethos is the celebration of life and building the bond between our elders and with our staff, through the sharing of meals which not only nourishes the body and the mind, but the soul too and brings a sense of belonging and joy. “We consult with residents and our health professionals to make sure we understand what residents want to eat. We conduct bi-annual surveys and collaborate with each other to establish a seasonal menu that all facilities follow. The team adapts and innovates and ensures that residents have the best dining experience at every meal, every day”, Chef Gloria Andriolas from the St Albans facility explains.

Our chefs also shared with us how food is symbolic of love, respect and community and the lengths they go to every day to make sure elders enjoy the dining experience at every meal.

Chef Dimitra Katsavou, from the Clayton facility, speaks of the meticulous process that goes into preparing menus and nutritionally balanced dishes to reflect what residents love. The Food Services Team does a lot of research in preparing seasonal menus, having conversations with residents and their families, our dieticians and hospitality staff. “We have a deep commitment to making residents happy through food. Considering there are 150 elders at the facility who have different dietary needs and preferences, it’s not an easy task to prepare fresh and different meals every day, but we understand how important our role is in ensuring their wellbeing.” Dimitra is humbled by the compliments she receives, like when residents compared her “fasolada” to their mother’s. This type of praise is the reward that fulfills her still, after eight years at Fronditha Care, where she feels like the residents are a genuine extension of her family.

Chef Maria Kaitatzis from the Templestowe facility emphasises the importance of serving cuisine that residents recognise from their younger years, in other words, authentic Greek cuisine. The connection elders make when they experience aromas and flavors while often nostalgic, brings them at the same time untold comfort and pleasure. “As a team we are proud to be able to offer them a dining experience which is critically important to them as it reflects their cultural personality and identity. They rightly have the expectation at this stage of their life, to have meals which preserve their cultural heritage and connect in a very important way to their past and to each other.”

In Newcastle, where the residents come from many cultural

backgrounds, the team cooks Italian, Greek, European and Asian cuisine, again considering the culinary tastes and expectations of residents and ensuring that diverse cuisines are offered, giving at the same time, the opportunity for new dining experiences.

Chef Manos Anagnostopoulos, from the Thornbury facility, understands the subtleties of preparing traditional and beloved dishes and how to truly reflect the residents’ particular requests that can be added to seasonal menus. “I love hearing residents reminiscing about favourite meals and experiences, and learning about different regional recipes and adaptations of well-known dishes. The team and I often adapt ingredients including spices or other elements which takes them back to a time and place that brings them a lot of joy.”

Manos is candid about the challenges of being a chef in aged care. “The job is demanding, with defined regulations bound by strict parameters, requiring team coordination and balancing budget considerations. But when we see residents enjoying the dining experience, it’s a wholly different sentiment which is our reward for the hard work. The residents are like family, and our love for them is infused in every dish. This is what shines through, bringing satisfaction and warmth to the dining tables of Fronditha Care.”

The Fronditha Care chefs and hospitality teams know that their mission goes far beyond preparing meals, they are integral in creating the threads that connect our residents to their culture, heritage and wellbeing. They do this with pride and a sense of fulfillment because fundamentally they see residents as their own family – their parents and grandparents.



Helen, Templestowe resident

Residents at Fronditha Care Templestowe participating in a CATA session

Building Connection – CATA Project

Underpinned by the Bounty of Care ethos, Fronditha Care is always exploring innovative ways to advance the health and wellbeing of elders. Fronditha Care recently partnered with Creative Arts Therapy Australia (CATA) to deliver a transformative program across four of its facilities.

The CATA project provides person-centered, practice-based creative arts therapies incorporating music therapy, drama therapy, creative art therapy and dance movement therapy fostering an inclusive environment for residents to express themselves, promoting emotional regulation, cognitive function, fine motor skills and social interaction.

The CATA project rollout which includes weekly sessions had 96% participant engagement, across the 196 sessions delivered, with 39 sessions specifically targeted to residents in Memory Support Units.

A key aspect of CATA's approach is its culturally centered adaptation which has been a success factor critical for engaging our elders.

The program is a great platform for storytelling and socialisation. It recognises the importance of adopting culturally appropriate themes, symbols and materials, aligning with the residents' cultural background and social and spiritual practices.

This approach has been fundamental in connecting participants with the creative process on a deeper level.

The program importantly provides a creative outlet for residents who are non-verbal, giving them an avenue to express themselves, enhancing their cognitive function, elevating their mood and facilitating social interaction and connection.

The program will be independently evaluated, and Fronditha Care is looking forward to integrating the CATA project into its ongoing program for enhancing the mental health and wellbeing of our elders.

“I woke up not feeling that great this morning, but as soon as I remembered that I had an art therapy session I made an effort to go and it made the world of difference and made me feel better.”

- Fronditha Care Clayton Resident



SSG Participant enjoying the ORESTIAS Community Garden

Community Services

Bringing Joy to our Elders

Froniditha Care's Community Services continues to experience substantial growth as we remain committed to supporting elders to age in place. Our Community Services programs play a crucial role in helping elders maintain their independence and quality of life while they remain in their own home.

The Home Care Package program has achieved a significant milestone, surpassing 1000 participants. This highlights our organisation's dedication to meeting the evolving needs of our community and our preparedness to accommodate the needs of our elders.

Froniditha Care's Commonwealth Home Support Program (CHSP) has also undergone expansion through the strategic transfer of elders from other providers, like the City of Whitehorse and EACH. This transition has introduced approximately 100 new elders to our CHSP program, while also broadening its scope to include personalised care and support services.

Our commitment to promoting community and social connection is also evident in the expansion of our Social Support Groups (SSG). The introduction of a new group meeting every Friday at the Mulgrave Hub has significantly increased our capacity to serve more clients and

provide chances for respite to their caregivers. There are now four SSG groups based in Mulgrave.

The growth in our programs led to an expansion of our team, with additional clinical resources and other functions.

In a testament to our commitment to continuous improvement, 20 staff members have completed their Certificate IV in Aged Care and Disability Services, supported by Froniditha Care. This was made possible through our continued partnership with Vative, now Academy of Health.

Froniditha Care is exploring opportunities for growing this program.

“Community Services continues on a positive trajectory, with our programs and workforce increasing to meet community need and demand. We have achieved a number of milestones including a successful quality audit with all standards and requirements met, as assessed by the Aged Care Quality and Safety Commission.”

- Penny Hobson, EGM Community Services, Froniditha Care



SSG elders enjoying the sunshine in the community garden

Kostas, 101 years of age, HCP recipient

- 
1000
 Home Care packages
- 
86,300
 hours of at-home care delivered
- 
92%
 Greek speaking staff in Community Services
- 
18%
 increase of care staff in Community Services

Improving Client Experience

Pursuing excellence in delivery of services, Fronditha Care prioritises the feedback from our elders and their representatives. Along with other feedback systems, we sent Client Satisfaction Surveys, to all aged care recipients, representatives and their families. The feedback identified areas for improvement and is instrumental to our ongoing mission to enhance our services and prioritise the wellbeing and satisfaction of those we care for.

Elders and their representatives have shared their deep appreciation for the exceptional care provided by our team. They highlight attributes such as kindness, friendliness, respect, trustworthiness, and the invaluable assistance and support received. Cultural understanding plays a pivotal role, with elders emphasising the importance of staff members who can communicate in Greek and truly appreciate their cultural background. This unique capability facilitates direct communication and fosters cultural connection.

Our team's ability to understand individual needs and preferences is recognised, contributing to a more personalised approach that is valued by our elders.

The feedback from these surveys offers a valuable roadmap for Fronditha Care's ongoing continuous improvement plan in providing exceptional aged care services.

There is always room to expand and improve and we are committed to addressing concerns and leveraging the positive aspects of our service.

Home Care Packages

The Home Care Packages program assists elders with more complex care needs who cannot be supported through other programs such as the Commonwealth Home Support Program. Each package is flexible and tailored to the needs of the elder, so they can remain as independent as possible in their own home. Our package services include bathing, hygiene, grooming, meals and food preparation, cleaning, laundry, home or garden maintenance and transport. Home Care Packages continued to be the largest program in Fronditha Care's Community Program, and has recorded the largest growth of 1000 clients, up from 873. Throughout the year we had 239 admissions and 149 discharges, with 29 of the latter transitioning to one of the Fronditha Care residences.

“ The same Personal Care Worker has been supporting me to live independently and safely at home for 16 years. I truly see her as part of my family. ” -Kostas, 101 years of age, HCP recipient

Access and Support Program

Fronditha Care's Access and Support program is a gateway for prospective clients to learn about the different aged care services and is delivered by our bilingual, bicultural team members. As there is a great demand for in-home assistance and other services, the Access and Support program has been crucial in assisting elders to receive important services. Fronditha Care has played a key role linking elders to many different services, including referral to My Aged Care so they can be assessed for support at home. Throughout the year the access and support coordinator delivered 982 hours of support to clients and has significantly exceeded activity targets.

Domestic Assistance Program

The Domestic Assistance program provides entry-level support for people over 65, assisting them with general house cleaning including mopping, vacuuming floors, dusting and cleaning of kitchen and bathrooms as well as unaccompanied shopping and linen services. The program continued to experience high demand and Fronditha Care delivered 1417 hours of care for the program, far exceeding the activity target of the year.

Social Support Groups

Social Support Groups continue to be extremely popular, providing an opportunity for elders to socialise and spend quality time in a familiar and joyful environment. Community interest has increased significantly with a growing waiting list of participants who are very keen to take part in the program offered by Fronditha Care.

The participants at the Mulgrave Community Hub were particularly excited by the establishment of the Orestias Community Garden and have already spent many hours enjoying the garden and planting their favourite vegetables.

Fronditha Care Social Support Groups meet at Mulgrave, Knox, Chelsea and Box Hill.

“ I cannot wait to come and spend time with my friends and enjoy the food they prepare for us. ”

- Konstantinos, Social Support Groups participant



Azmeena Hussain OAM during her speech at Fronditha Care Community Centre



Odysseas Kripotos, Communications Manager and Ria Georgiadis, Events and Communications Officer, Fronditha Care

Stay Connected, Stay Engaged

International Women’s Day 2023

Fronditha Care Celebrated International Women’s Day 2023, with special guest Azmeena Hussain OAM. Ms Hussain is an accomplished and inspiring leader. She is a Partner at Maurice Blackburn, Chairperson of the Islamic Museum of Australia, Director, Football Victoria, Director, Victorian Institute of Sport and a FIFA Women’s World Cup Ambassador.

In an open and candid conversation with Faye Spiteri OAM, CEO, Fronditha Care, she shared personal anecdotes about her life and career journey, and how she champions gender equity and social equality.

Throughout the conversation, Azmeena spoke about the importance of women moving out of their comfort zone and creating change within themselves to influence opportunities for women today and into the future. Her words were uplifting, emboldening, and encouraging to everyone who was at the event.

Faye Spiteri OAM, Fronditha Care CEO acknowledged the extraordinary game changers such as Azmeena Hussain OAM—a woman who truly represents what it means to advocate for social change with gender equity.

“ If the women of today do everything within their power to influence change, then the women of tomorrow will have more opportunities to accomplish great things. It is not easy but it has to be done, to have a better future, for everyone. ”

- Azmeena Hussain OAM

The Voice of Fronditha Care – Radio Show

The weekly Fronditha Care Radio Show on 3XY Radio Hellas, is a vital link between Fronditha Care and the greater community. It is one of the channels that helps our elders communicate, engage and keep up-to-date with the community, traditions, and government policies.

In 2022/23 Odysseas Kripotos and Ria Georgiadis produced and presented 36 radio shows with 69 guest speakers. The radio show highlighted Fronditha Care’s services, including the vibrant lifestyle programs across facilities and social support groups, client experiences and the organisation’s capital works.

The program has also been a main channel for staff attraction and is an informative platform, educating the community on topics of interest such as dementia and mental health. Through the program, our elders also have a platform to share their life stories and experiences and our listeners gain insights from their wisdom and advice.

OneFronDitha Auxiliary

In 2022, FronDitha Care introduced OneFronDitha, breaking down silos, creating synergy and connection across the organisation and has successfully integrated aspects of the business to work collectively. This extended to the FronDitha Care Auxiliaries, with the merger of the Templestowe, Thornbury, and St Albans Auxiliaries, into the OneFronDitha Auxiliary.

The OneFronDitha Auxiliary, has seen the revitalisation of its membership, with 19 Auxiliary members reenergized and reconfirming their dedication to supporting the important work of FronDitha Care through fundraising.

Engendering respect and support, their first event as OneFronDitha Auxiliary raised over \$22,000, drawing over 340 attendees, including distinguished guests Emmanuel Kakavelakis, Consul General of Greece in Melbourne, Bill Papastergiadis OAM, President of the Greek Community of Melbourne and Victoria, Dr. Konstantinos

Hatzidimitriou, Adjunct Assistant Professor at St. John's University and City University of New York, and George Anagnostou, Professor and Director of the Modern Greek Program at The Ohio State University.

FronDitha Care was represented by Board Directors Dr. Stella Laletas, President, Kostas Livadaras Treasurer, Dr Helen Kalaboukas and Faye Spiteri OAM, CEO.

“The accomplishments of the OneFronDitha Auxiliary go beyond its fundraising success as they enrich the lives of our residents and exemplify the remarkable impact of our volunteers and the impact of community support.”

- Faye Spiteri OAM, CEO, FronDitha Care

Prior to the establishment OneFronDitha Auxiliary, the St Albans and Thornbury Auxiliary committees came together and hosted an exceptionally successful event at the Lefkadian Brotherhood raising over \$10,000.



Dr Stella Laletas, President, Kostas Livadaras, Treasurer, Dr Helen Kalaboukas, Director, Bill Papastergiadis OAM, GOCMV President with Faye Spiteri OAM, CEO FronDitha Care and the OneFronDitha Auxiliary



Mary Calombaris, President, St Albans Auxiliary and Niki Pezaros, President, Thornbury Auxiliary at the Lefkadian Association fundraiser prior to the establishment of the OneFronDitha Auxiliary



Top: Faye Spiteri OAM, CEO, Fronditha Care, Kathleen Haywood, Advisor, Provider Assist and Natasha Wilkinson, CEO, Donwood Community Aged Care with Peter Morley, CEO and Co-Owner/Provider Assist, host of the Chairman's Dinner at ACCPA National Conference 2023

Bottom: (L-R) Daniel Aitchison, Director, ACCPA, Dr Linda Mellors, Director, ACCPA, Kathleen Haywood, Advisor, Provider Assist and Natasha Wilkinson, CEO, Donwood Community Aged Care, Peter Morley, CEO and Co-Owner Provider Assist, Tom Symondson, CEO ACCPA, Faye Spiteri OAM, CEO, Fronditha Care, Dr Graeme Blackman AO, Chairman, ACCPA, Sue Peden AM Director, ACCPA and Peter Williams, OneCare, CEO at the ACCPA Chairman's Dinner 2023

Advocating for improved aged care services

Faye Spiteri OAM, CEO, Fronditha Care, has been a featured speaker at various conferences across Australia. While speaking on various topics from Delivering Purpose Driven Aged Care, Embracing Diversity for Positive Ageing, the Future of the Care Economy to Meeting the Challenges of Building an Aged Care Workforce she has highlighted Fronditha Care's model of care, passionately advocating for staff wage equity and discussed strategies for sustainability and leveraging organisational capabilities for competitive differentiation.

One of her most significant presentations was at the ACCPA National Conference 2023, where to an audience of more than 500, she emphasised the importance of purpose-driven organisations is sustaining their focus on what truly matters while remaining financially viable. In recognition of the significant challenges facing the aged care sector, Mrs Spiteri stressed the need for improved collaboration across organisations.

Mrs Spiteri was recently elected as an ACCPA State Council member — the first time Fronditha Care has been represented in a peak body.

Fronditha Care has made a substantial contribution to advocating for change within the Aged Care Reform Agenda and as part of this, submitted its recommendations to the Multicultural Framework Review, focusing specifically on aged care.

Fronditha Care's submission featured three critical areas to influence and shape the future of aged care services:

- Planning for Inclusive Services
- Overcoming Workforce Barriers and
- Enhancing Cultural Competency.

“ By focusing on diversity, streamlining the entry of skilled workers into the aged care sector, and enhancing workforce cultural competency, Australia can build a more robust, inclusive, and responsive aged care system. Such a system will better cater to the evolving needs of the ageing population, promote multiculturalism, social cohesion, and inclusion, and ensure a brighter future for aged care services in the country. ”

- Faye Spiteri OAM, CEO, Fronditha Care

Mrs Spiteri also had featured articles in several online publications, where among other topics, she advocated for creating a sustainable workforce by going beyond the 15 per cent wage increase announced by the Australian Government. Fronditha Care extended this increase to all Fronditha Care staff members, not just the frontline workers.

This bold move aimed to guarantee fair and equitable pay, reward and recognition for all employees and foster a positive and inclusive work culture that respects the contribution of all individuals, regardless of their function.

Enhancing Sector Relationships

Fronitha Care was pleased to welcome Tom Symondson, CEO, Aged & Community Care Providers Association (ACCPA), Danni Campbell-Manley, Victorian State Manager, ACCPA and Roald Versteeg, General Manager Policy and Advocacy, ACCPA to its Clayton facility. During their visit, our CEO and the Clayton Management team had the opportunity to discuss the challenges facing the aged care sector and consider strategic ways in which Fronitha Care and other providers can work with ACCPA to inform the Aged Care reform agenda and shape policy and service delivery for elders now and into the future.

Mr Symondson, Mrs Campbell-Manley and Mr Versteeg expressed their admiration for the state-of-the-art facility and Fronitha Care's dedication to meeting the personal, cultural, and spiritual needs of the elderly. Fronitha Care is grateful to ACCPA for taking the time to visit the organisation and engage in meaningful and productive discussions.

Fronitha Care acknowledges and appreciates ACCPA's commitment to supporting the sector through this significant transformation phase is encouraging and is proud to be an integral of this important work.

Faye Spiteri OAM, CEO, Fronitha Care, was delighted to host Michelle Church, CEO, St Basils, SA, and Spiro Stavis, CEO, St Basils NSW & ACT and executives from both organisations who over the course of the day at Fronitha Care St Albans discussed the current aged care landscape, sector challenges and opportunities, and the future of service delivery for elders from diverse backgrounds.

A highlight of the day for the Fronitha Care guests was the opportunity to tour the facility and meet some of the residents.

The three organisations agreed to explore a number of collaborative opportunities and work together for the benefit of the community.



Top: (L-R) John Stamoulis, CFO, Fronitha Care, Spiro Stavis, CEO, St Basil's NSW & ACT, Faye Spiteri OAM, CEO, Fronitha Care, Diana Gutkovich, Director of Quality, Risk & Compliance, St Basil's NSW & ACT, Chrisoula Theocharous, Director of People, Learning & Culture, St Basil's NSW & ACT, Michelle Church, CEO, St Basil's SA, Jim Scantsonihas, EGM Residential Services, Fronitha Care, Helen Christo, EGM People & Culture, Fronitha Care, Con Psaromatis, Business Development Executive, St Basil's SA

Bottom: (L-R) Danni Campbell-Manley, State Manager, ACCPA, Kathy Davitt, Quality and Clinical Manager, Fronitha Care, Tom Symondson, CEO, ACCPA, Faye Spiteri OAM, CEO, Fronitha Care, Rita Stannard, Deputy Residential Manager, and Roald Versteeg, General Manager Policy & Advocacy, ACCPA

Inspire Better

The aged care sector continues to struggle to recruit and retain staff. However, in 2022/23 the Fronditha Care team grew by 13 per cent. We attribute this to our Employee Value Proposition (EVP) which is grounded in cultural safety, respect and staff engagement.

Our staff training focuses on delivery of care specific to elders' needs and provides the best quality of life experience possible. This emphasis on care and service continues to be Fronditha Care's purpose.

Our EVP is underpinned by equity, which includes fair remuneration for all Fronditha Care staff. 2023 saw the Australian Government initiate a fifteen per cent pay increase for frontline workers.

While Fronditha Care welcomed the increase, we know delivering service excellence and quality care to elders requires an integrated approach across every aspect of our service.

By guaranteeing fair and equitable pay and reward and recognition for all employees, Fronditha Care will continue to foster a positive and inclusive work culture that respects the contribution of all their people, no matter their function.

We continued developing our high performance team culture focused on the next level of support for our staff to develop and grow with the adoption of people plans that better manage goalsetting, defining accountability and skills development and performance assessment.

Throughout this year, our work has been informed by stakeholder engagement, elder and family input and feedback, consultation with our staff and internal committees and working groups and collaboration with aligned organisations.

Every single person working at Fronditha Care has shown incredible levels of commitment and dedication to our Strategic Framework and intent for achieving greater social impact.

“ Fronditha Care’s trajectory is grounded in building on its legacy underpinned by a genuine sense of community, reinforced at every level of the organisation and a deep understanding of the importance and impact of our work. ”

- Faye Spiteri OAM, CEO, Fronditha Care



Panagiota, Lifestyle Officer, Fronditha Care St Albans



Eleni, Support Services, Fronditha Care Clayton

OneFronditha – A team dedicated to its purpose

Fronditha Care has cut through the dominant discourse of an aged care sector that is not performing and has disrupted the way we work and think, prepared to be part of a sector that stands for respect and collective hope about the future of our elders and the community.

The 2023 Fronditha Care Culture Survey reflected for another year, the optimism of our workforce, confident and focused on delivering an extensive strategic framework and transformation program and leading the way in the provision of aged care services for our community and the broader sector.

For yet another year, the results demonstrate that the organisational vision, purpose, values and Bounty of Care philosophy continue to steer us in the right direction.

The results show that Fronditha Care has an engaged and competent workforce committed to ensuring and delivering an Exceptional Client Experience and while there is always room for improvement

in building an Engaged and Competent Workforce, our EVP and our people's plans are focused on capability building ensuring robust workforce planning for continuing to attract and retain the most capable people.

The survey highlights the organisation's strengths and at the same time as identifying opportunity for improvement in relation to the pace of transformation and adapting to the aged care sector reforms.

- 
95% of staff are committed to the vision and values of the organisation
- 
95% of staff really enjoy the work they are doing with 84% preferring to work for Fronditha Care than any other organisation
- 
92% of staff are dedicated to delivering service excellence
- 
95% believe that Fronditha care Provides a Safe working environment
- 
93% are committed to working as OneFronditha

Driving excellence in Clinical and Quality Management

Froniditha Care has yet again demonstrated our commitment to excellence by exceeding the expectations set by the Aged Care Quality Standards across Residential and Community Services. The Quality Care and Clinical Governance Board of Directors sub-committee, under the expert leadership of Dr. Paki Rizakis, continues to ensure and oversee the implementation of the organisational Clinical and Quality Framework to the highest standard. To achieve our continuous improvement plan, we adhered to the stringent government regulations while aligning our strategic pillar of an "Exceptional Client Experience" to the evolving requirements of the aged care reforms.

Our Pillars of Action:

1. Continuous Improvement:

Our goal is to continuously develop and enhance the quality of care we provide to our elders. To maintain continuous improvement we draw insights from various data sources, including complaints and other quality indicators, that constantly inform and drive practical and effective improvements in our service delivery.

2. Infection Prevention and Control:

The lessons learned from the COVID-19 pandemic have laid the foundation for an ongoing commitment to infection prevention and control. We take pride in expanding our infection control principles to encompass other infectious diseases that may impact our residents. This means our workforce is regularly engaged in the most up-to-date training and education.

3. Food and Nutrition:

The implementation of the International Dysphagia Diet Standardisation Initiative (IDDSI) framework across all our facilities offers a standardised terminology for describing food textures and drink thickness. This initiative enhances safety for residents with swallowing difficulties. Additionally, we conduct internal food safety audits, host menu sampling events and engage in food focus groups to ensure our residents have an enjoyable dining experience while following a nutritious diet tailored to their needs and preferences.

4. Ongoing Training and Development:

Froniditha Care is dedicated to ongoing training and development in care planning, clinical practices, personal care, and medication safety. The introduction of the CompliSpace platform, featuring updated policies and procedures, ensures best practices that are tailored to meet our elders' needs and preferences while promoting their overall wellbeing.

Nana, Lifestyle Officer with Anastasia, Froniditha Care Clayton resident



5. Dignity and Choice:

At Froniditha Care, we prioritise dignity and choice. Our elders are treated with utmost respect, and their privacy is honored. We support them in making decisions about their care and services, empowering them to maintain independence, with a focus on health and wellbeing.

6. Lifestyle Program:

Our extensive lifestyle program offers a wide range of programs and activities, including group and one-on-one sessions. These activities support our elders' spiritual and emotional wellbeing, encourage community connections, and provide opportunities for them to engage in activities that pique their interests. We are excited to partner with Creative Art Therapy Australia (CATA), offering tailored activities that support our elders during challenging times, while emphasising integrity and respect.

7. Living Environment and Equipment:

We continually review, refurbish, and upgrade equipment with the guidance of professional experts and Dementia Services Australia. Our aim is to ensure an optimal living environment for our residents and their families, one that enhances their quality of life and overall wellbeing.

“ Froniditha Care proudly offers high quality clinical and personal care services to achieve the best outcomes for the elders. Our quality is monitored with regular audits in all aspects of care including falls prevention and post falls management, mobility support, wounds management, skin care, oral and dental care, nutrition and hydration, personal hygiene, medication management, pain management, behaviour support, specialised nursing care, and palliative care services. In preparation for 2024 we have reviewed and updated our policies and procedures in line with best practice guidelines, compliant with current legislation, aged care reforms and the Quality Standards. ”

- Georgia Tzempetzi, Quality and Clinical Manager

Transition to Practice 2023 Mentoring Program

This year we partnered with the Aged Care and Community Providers Association (ACCPA) to implement the Graduate Nursing Transition to Practice and Mentoring Pilot. The pilot program supported recommendations from the Aged Care Royal Commission by developing the fundamental knowledge, skills, and attitudes essential to providing holistic care to older people.

The 12-month program facilitated the legal and ethical understanding of relevant clinical practice and supported nursing graduates to develop their role as professional, autonomous members of a multidisciplinary team within the aged care sector.

To support graduates to implement their knowledge, the program included a mentoring component, which allowed dedicated time for both the graduate nurses and their specialist clinical mentors (who also received specialised mentor training from ACCPA) to come together in the workplace and have real on-the-job conversations. This allocated time gave space for reflective practice and encouraged graduates to ask questions about their training and receive an in-context response from their experienced clinical mentors.

The program was so successful, the four mentors of the Practice Pilot won one of the inaugural CEO OneFroditha awards. The mentors all demonstrated leadership by guiding their graduate mentees to grow in confidence in their professional roles.

Froditha Care will continue to look for ways to support our graduate nurses, to ensure our elders always receive the best care, encompassing the latest evidence-based practice.

We delivered a mentoring program, which is built into the Graduate Nursing to Transition to Practice and mentoring training sessions, to upskill our 3 clinical mentors. Given the interest, we partnered with two providers to run this training across our residential facilities for newly Registered Nurses.

Certificate IV Leisure and Health

To improve elder engagement we have invested in 10 employees enrolling them to undertake the Certificate IV in Leisure and Health. Employees participating in the course work within Community Services and Residential Services Business Units creating consistency of approach in delivery of the Lifestyle Programs.

Certificate IV in Ageing and Disability

Froditha Care committed to supporting its employees to upskill and develop capabilities, coordinated for 2 groups to participate over 12 months and 10 employees completed and graduated from the course. We held 2 graduation ceremonies at the Mulgrave Hub to celebrate their achievement, with their families and special guests present.

Greek Language and Cultural program

To promote cultural competency and engagement, the inaugural Greek language and Cultural program was offered to all employees across Fronditha Care. This was delivered online, in partnership with the Greek Community of Melbourne and Victoria education program, and consisted of a weekly, 2-hour session with students from across the organisation.



Froditha Care Graduates celebrating their achievements at the Graduation Ceremony



Financial Statements

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For the year ended 30 June 2023

Summarised Director's Report

30 June 2023

The directors present their report, together with the financial statements, on Fronditha Care (the "Company") for the year ended 30 June 2023.

Review of operations	2023 \$	2022 \$
The results of the Company was as follows:		
Reported deficit for the Year	(4,744,363)	(3,774,774)
Add back: Amortisation of bed licences*	5,305,457	3,979,091
Normalised surplus/(deficit) after excluding amortisation of bed licences	561,094	204,317
Add back: Depreciation of property, plant and equipment	4,008,665	3,771,345
Add back: Finance costs	3,816,183	2,604,945
Remove: Interest revenue	(72,765)	(43,434)
Reported surplus before interest, taxes, depreciation & amortisation ("EBITDA")	8,313,177	6,537,173

*As disclosed in the accompanying summarised financial statements bed licences are considered to have a finite life from 29 September 2021 to 30 June 2024. Consequently, amortisation of \$5,305,457 (2022: \$3,979,091) was recognised during the year ended 30 June 2023.

Objectives

Fronditha Care is a leading provider of aged care services. Over the past 46 years the Company has built a strong brand as an aged care service provider and employer because of its::

- Exceptional quality of care
- Its culturally centred model of service delivery
- Its breadth of community and residential services and facilities
- Its employee value proposition

The organisational vision, purpose, values and Bounty of Care philosophy continue to steer it in the right direction.

The Company's new 10-year strategy with one (1), three (3) and five (5) year implementation plans includes four inter-connected pillars which will deliver:

- Exceptional client services
- Sustainable growth
- An engaged and competent workforce
- A high performing organisation

The Board of Directors, in collaboration with the CEO and Executive Team, continued to achieve outcomes in line with the organisation's business plan, aligned to its purpose and further enhanced its reputation and community standing.

Significant changes in the state of affairs

There were no significant changes in the state of affairs of the Company during the financial year.

Likely developments and expected results of operations

By responding to the changing context as an aged care provider, evolving the service model, ensuring that our people are engaged, supported and challenged to keep learning and improving the 10-year strategic plan will enable Fronditha Care to provide:

- Expansion of its service model and optimise its assets
- Greater use of technology and service innovations
- Improved touch points for a continuum of care in the model of care and its service delivery
- Stronger financial performance underpinned by quality governance, compliance and risk management.

Environmental regulation

The Company is not aware of any breaches of its environmental regulations under Australian Commonwealth law or State law.

Principal activities

The principal activity of Fronditha Care during the financial year was the operation of aged care services consisting of community services, residential services and independent living units.

No significant change in the nature of these activities occurred during the year.

Relationship of the summarised financial statements to the full financial statements

The summarised financial statements are an extract from the full financial statements for the year ended 30 June 2023. The financial statements and specific disclosures included in the summarised financial statements have been derived from the full financial statements.

The summarised financial statements cannot be expected to provide as full an understanding of the financial performance, financial position and the financing and investing activities of Fronditha Care as the full financial statements. Further financial information can be obtained from the full financial statements

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2023

	Note	2023 \$	2022 \$
Revenue	3	85,393,058	76,321,765
Expenses			
Client care expenses		(16,974,057)	(14,058,734)
Employee benefits expense		(51,873,281)	(47,590,720)
Facility expenses		(2,396,087)	(2,088,917)
Professional fees expense		(2,839,859)	(1,787,945)
Other expenses		(2,996,597)	(4,258,256)
Total expenses		(77,079,881)	(69,784,592)
Surplus before interest, taxes, depreciation & amortisation ("EBITDA")		8,313,177	6,537,173
Interest revenue calculated using the effective interest method		72,765	43,434
Finance costs		(3,816,183)	(2,604,945)
Depreciation of property, plant and equipment		(4,008,665)	(3,771,345)
Amortisation of bed licences		(5,305,457)	(3,979,091)
Deficit before income tax expense		(4,744,363)	(3,774,774)
Income tax expense		-	-
Deficit after income tax expense for the year		(4,744,363)	(3,774,774)
Other comprehensive income for the year, net of tax		-	-
Total comprehensive loss for the year		(4,744,363)	(3,774,774)

* As disclosed in note 4, bed licences are considered to have a finite life from 29 September 2021 to 30 June 2024. Consequently, amortisation of \$5,305,457 (2022: \$3,979,091) was recognised during the year ended 30 June 2023.

Statement of financial position

As at 30 June 2023

	Note	2023 \$	2022 \$
Assets			
Current assets			
Cash and cash equivalents		9,356,264	6,976,476
Trade and other receivables		1,304,744	276,697
Contract assets		1,325,855	1,986,433
Other assets		2,421,130	4,119,792
Total current assets		14,407,993	13,359,398
Non-current assets			
Property, plant and equipment		94,751,754	97,685,616
Intangibles assets	4	5,305,452	10,610,909
Total non-current assets		100,057,206	108,296,525
Total Assets		114,465,199	121,655,923

Statement of financial position

As at 30 June 2023

	2023 \$	2022 \$
Liabilities		
Current liabilities		
Trade and other payables	2,658,374	2,427,044
Contract Liabilities	1,373,300	1,090,648
Borrowings	800,000	3,737,753
Employee benefits	7,842,348	7,526,847
Accommodation Bonds/ Refundable Accommodation Deposits	61,009,223	60,603,335
Total current liabilities	73,683,245	75,385,627
Non-current liabilities		
Borrowings	40,333	783,860
Employee benefits	843,783	844,235
Total non-current liabilities	884,116	1,628,095
Total Liabilities	74,567,361	77,013,722
Net Assets	39,897,838	44,642,201
Equity		
Retained surplus	39,897,838	44,642,201
Total equity	39,897,838	44,642,201

Statement of changes in equity

For the year ended 30 June 2023

	Retained Surplus \$	Total Equity \$
Balance at 1 July 2021	48,416,975	48,416,975
Deficit after income tax expense for the year	(3,774,774)	(3,774,774)
Other comprehensive income for the year, net of tax	-	-
Total comprehensive loss for the year	(3,774,774)	(3,774,774)
Balance at 30 June 2022	44,642,201	44,642,201
	Retained Surplus \$	Total Equity \$
Balance at 1 July 2022	44,642,201	44,642,201
Deficit after income tax expense for the year	(4,744,363)	(4,744,363)
Other comprehensive income for the year, net of tax	-	-
Total comprehensive loss for the year	(4,744,363)	(4,744,363)
Balance at 30 June 2023	39,897,838	39,897,838

Statement of cash flows

For the year ended 30 June 2023

	2023 \$	2022 \$
Cash flows from operating activities		
Receipts from residents	14,897,616	13,283,026
Receipts from the Government	67,556,266	52,055,875
Interest received	72,765	43,434
Payments to suppliers and employees	(75,599,393)	(70,647,715)
Finance costs paid	(375,805)	(123,639)
Receipts from donors and other sources	87,413	170,194
Net cash used in operating activities	6,638,862	(5,218,825)
Cash flows from investing activities		
Payments for property, plant and equipment	(1,074,803)	(1,874,761)
Net cash used in investing activities	(1,074,803)	(1,874,761)
Cash flows from financing activities		
Accommodation bonds/refundable accommodation deposits refunded	(23,860,665)	(14,424,126)
Refundable accommodation deposits received	24,414,147	24,533,620
Repayment of borrowings	(3,737,753)	(13,235,853)
Net cash used in financing activities	(3,184,271)	(3,126,359)
Net movement in cash and cash equivalents	2,379,788	(10,219,6945)
Cash and cash equivalents at the beginning of the financial year	6,976,476	17,196,421
Cash and cash equivalents at the end of the financial year	9,356,264	6,976,476

Notes to the Summarised Financial Statements

30 June 2023

Note 1. Discussion and analysis

Statement of profit or loss and other comprehensive income

The number of significant measures introduced by Management in 2021 to recalibrate financial sustainability, continue to lift operational performance. This is evidenced by the profitability of Fronditha Care and the surplus before interest, taxes, depreciation and amortisation expenses.

Key actions taken to maintain a viable financial operating model include:

Corporate and Enabling Services: A restructure and transformation of corporate business units (Mulgrave Support Hub) focused on finance functions including payroll and People and Culture. This has been realised through a focus on efficient management of resources and costs, implementation of operational targets and indicators, and improving capability and competency across the operating landscape. These measures have had several positive impacts including an increase in the number of resources employed at Fronditha Care at over 850 representing the highest ever to date.

Residential Services: Evaluation of additional services saw considerable lift in rates of occupancy with a direct correlation to increased revenue. The successful implementation and optimisation of the Australian Aged Care Classifications AN-ACC funding contributed materially to revenue growth. Room values, for each of the five facilities, were strategically reviewed and several rooms were repriced. All facilities achieved positive outcomes with all criteria met as assessed by the Aged Care Quality and Safety Commission in unannounced visits. Each of the five facilities are also fully re accredited for three (3) year periods.

Community Services: Fronditha Care Community Services continues to grow at a rate greater than projected. The number of clients with packages managed by Fronditha Care is at over 1,000 packages (an all-time record growth) and current demand outweighs capacity to meet it, reflecting on the positive Fronditha Care brand and reputation.

Organisation wide: Operational savings were made through a range of efficiency measures including review of the cost-of-service delivery and related performance. An emphasis on the efficient use of resources has seen a benefit to current assets, primarily evidenced by an increase in Fronditha Care liquidity.

Capital Loan: The capital loan of \$2.9m for the St Albans project was paid down in 2022. As of 30 June 2023, Fronditha Care has no loans or mortgages with financial institutions (banks).

Capital Works: Fronditha Care has finalised all capital works with the completion of Fronditha Care St Albans project ahead of schedule and budget, similarly, small capital works at Fronditha Care Templestowe performed in 2022 and small capital works project at Fronditha Care Thornbury are finalised and completed.

COVID-19 Response: The organisation continued its proactive approach to managing COVID-19 costs including budget allocation for addressing pandemic related outbreaks and associated risks. There is ongoing focus on a range of preventative measures across the entire organisation with investment in COVID marshals, regular testing and regular deep cleaning, and continuation of the vaccination rollout. During the year Fronditha Care has successfully applied for grants associated with COVID related expenditure and as at 30 June 2023, Fronditha Care has no outstanding applications or grant monies owed.

The results of the Company was as follows: The results of the Company was as follows:

	2023 \$	2022 \$
Reported deficit for the year	(4,744,363)	(3,774,774)
Add back: Amortisation of bed licences	5,305,457	3,979,091
Normalised surplus/(deficit) after excluding amortisation of bed licences	561,094	204,317
Add back: Depreciation of property, plant and equipment	4,008,665	3,771,345
Add back: Finance costs	3,816,183	2,604,945
Remove: Interest revenue	(72,765)	(43,434)
Reported surplus before interest, taxes, depreciation & amortisation ("EBITDA")	8,313,177	6,537,173

The Company's revenue and other income, including interest revenue, increased by \$9,100,624 (11.92%) since the prior year, whilst total expenses, inclusive of finance costs, depreciation and amortization, have increased by \$10,070,213 (12.57%).

Statement of financial position

The Company's net assets have decreased by \$4,744,363 since the previous year.

Assets have decreased by \$7,190,724 largely due to depreciation and amortization on property, plant and equipment and intangible assets.

Liabilities have decreased by \$2,446,361 largely due to decreases in borrowings.

Statement of cash flows

Operating activities provided net cash of \$6,638,862 and the total increase in cash and cash equivalents was \$2,379,788.

Cash inflows from refundable accommodation deposits were primarily used to fund the repayment of accommodation bonds/refundable accommodation deposits and borrowings.

Notes to the Summarised Financial Statements

30 June 2021

Note 2. Basis of preparation of the summarised financial statements

The summary financial statements are an extract from the full financial statements for the year ended 30 June 2023 prepared in accordance with AASB 1039 Concise Financial Reports.

The full financial statements have been prepared in accordance with the requirements of Australian Accounting Standards – Simplified Disclosures issued by the Australian Accounting Standards Board ('AASB'), the Australian Charities and Not-for-profits Commission Act 2012 and the Aged Care Act 1997 for not-profit oriented entities.

Note 3. Revenue

	2023 \$	2022 \$
<i>Revenue from contracts with customers</i>		
Government grants and subsidies	65,496,111	56,416,617
Resident and client fees	14,416,365	12,937,731
Rental revenue on RADs (non-cash)	3,440,378	2,280,991
Rental revenue from independent living units	431,888	435,908
Other revenue	37,657	39,888
	83,822,399	72,111,135
<i>Other Income</i>		
COVID-19 grant income	1,373,844	3,982,145
Donation income	117,110	119,092
Other income	79,705	109,393
	1,570,659	4,210,630
Revenue and other income	85,393,058	76,321,765
<i>Disaggregation of revenue</i>		
The disaggregation of revenue from contracts with customers is as follows:		
	2023 \$	2022 \$
<i>Sources</i>		
Residential care	61,279,500	53,677,166
Home care and community services	22,073,354	17,958,173
Independent living units	431,888	435,908
Other	37,657	39,888
	83,822,399	72,111,135

COVID-19 grant income

Approved Providers are able to apply for Government grants to recover some of the costs associated with COVID-19 outbreaks. Due to the volume of claims being processed across the sector, the Government's stated targets of confirming grants within 6-8 weeks of submission are not being met. The grant scheme has been extended on multiple occasions to date.

The directors have determined that government grant income should be recognised in the financial year in which grants are submitted on the basis that they are virtually certain that at the time of submission of the application that:

- the grant application will be approved; and
- there is sufficient funding in the grant program to recover the outstanding claims.

The directors have formed the above opinion applying previous experience from claims submitted and approved during the 2023 and 2022 financial years and the processes adopted by the Company prior to submission of grant claims, including the independent assurance of its submissions of claims exceeding \$150,000. The directors are of the opinion that grant applications meet all the eligibility criteria based on the funding agreement requirements.

Note 4. Intangible Assets

	2023 \$	2022 \$
<i>Non-current assets</i>		
Bed licences - at deemed cost	14,590,000	14,590,000
Less: Accumulated amortisation	(9,284,548)	(3,979,091)
	5,305,452	10,610,909
Reconciliations		
Reconciliations of the written down values at the beginning and end of the current financial year are set out below:		
		Bed licences \$
Balance at 1 July 2022		10,610,909
Amortisation expense		(5,305,457)
Balance at 30 June 2023		5,305,452

Bed licences

The Government has stated its intention to abolish bed licence restrictions and the Aged Care Approval Rounds ("ACAR") from 1 July 2024. At 30 June 2021, the Company recognised bed licences as having an indefinite life and as such no amortisation was previously recognised. Following the release of the discussion paper Improving Choice in Residential Aged Care – ACAR Discontinuation during the 2022 financial year bed licences are now considered to have a finite life from 29 September 2021 to 30 June 2024. Consequently, amortisation of \$5,305,457 (2022: \$3,979,091) was recognised during the year ended 30 June 2023.

Note 5. Events after the reporting period

Subsequent to 30 June 2023 the Company received approval for \$1,143,900 of COVID-19 claims relating to the 2023 financial year.

No other matter or circumstance has arisen since 30 June 2023 that has significantly affected, or may significantly affect the Company's operations, the results of those operations, or the Company's state of affairs in future financial years

Note 6. Functional and presentation currency

The financial statements are presented in Australian dollars, which is Fronditha Care's functional and presentation currency. No foreign currency transactions existed in the year ended 30 June 2023 (2022: Nil).

Director's Declaration

30 June 2023

The summarised financial statements comprise the statement of profit or loss and other comprehensive income, statement of financial position, statement of cash flows, statement of changes in equity, and accompanying discussions and analysis and notes to the summarised financial statements.

The summarised financial statements are an extract from the full financial statements for the year ended 30 June 2022. The financial statements and specific disclosures included in the summarised financial statements have been derived from the full financial statements.

The summarised financial statements cannot be expected to provide as full an understanding of the financial performance, financial position and the financing and investing activities of Fronditha Care as the full financial statements. Further financial information can be obtained from the full financial statements.

Signed in accordance with a resolution of directors.

On behalf of the directors



Dr Stella Laetas
President



Kostas Livadaras
Treasurer

12 October 2023

Grant Thornton Audit Pty Ltd
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Collins Square
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Independent Auditor's Report

To the Members of Fronditha Care

Report on the audit of the concise financial report

Qualified Opinion

We have audited the concise financial report of Fronditha Care (the 'Company'), which comprises the statement of financial position as at 30 June 2023, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, derived from the full financial report of Fronditha Care for the year ended 30 June 2023 and the Directors' declaration.

In our opinion, except for the effects of the matter described in the *Basis of Qualified Opinion* section of our report, the accompanying concise financial report of Fronditha Care complies with Australian Accounting Standard AASB 1039 *Concise Financial Reports*.

Basis for Qualified Opinion

As at 30 June 2022 the Company had unapproved grant applications totalling \$3,028,700 to the Federal Government relating to expenses incurred in managing COVID-19 outbreaks during the financial year ended 30 June 2022. During the year ended 30 June 2023 the Company received advice of approval of the grant applications and control of the grant funds. This represented a departure from AASB 1058 *Income of Not-for-Profit Entities* and AASB 137 *Provisions, Contingent Liabilities and Contingent Assets* as the Company had not yet received advice of approval of the grant applications or control of the grant funds by 30 June 2022. Accordingly, grant income for the year ended 30 June 2023 would have increased by \$3,028,700 and retained surplus as at 1 July 2022 would have decreased by \$3,028,700.

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the concise financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

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The concise financial report does not contain all the disclosures required by the Australian Accounting Standards in the preparation of the full financial report. Reading the concise financial report and the auditor's report thereon, therefore, is not a substitute for reading the financial report and the auditor's report thereon.

The full financial report and our report thereon

We expressed a qualified audit opinion on the full financial report of Fronditha Care for the year ended 30 June 2023, in our report dated 12 October 2023.

Other information

The Directors are responsible for the other information. The other information comprises the information included in the Company's concise financial report for the year ended 30 June 2023, but does not include our auditor's report thereon.

Our opinion on the concise financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the concise financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the concise financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

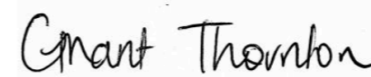
If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Directors for the concise financial report

The Directors of the Company are responsible for the preparation and fair presentation of the concise financial report in accordance with Australian Accounting Standards AASB 1039 *Concise Financial Reports*. This responsibility includes such internal control as the Directors determine is necessary to enable the preparation of the concise financial report that is from material misstatement, whether due to fraud or error.

Auditor's responsibilities for the audit of the concise financial report

Our responsibility is to express an opinion on whether the concise financial report, complies in all material respects, with AASB 1039 *Concise Financial Reports* based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.



Grant Thornton Audit Pty Ltd
Chartered Accountants



J D Vasiliou
Partner – Audit & Assurance
Registration No. 538595

Melbourne, 26 October 2023

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Grant Thornton Audit Pty Ltd

Board of Directors



Dr Stella Laletas

– President and Board Chair

Appointed November 2020

Attended 13 meetings of an eligible 13 meetings

BA, DipEd, GDiP (Psych), PGDip (Psych) MPych (Developmental & Educational Psychology)

Dr Stella Laletas is the President and Board Chair of Fronditha Care. She joined the Board in 2020 and was previously Chair of the Clinical Governance Committee.

Dr Laletas has a PhD in psychology and a tenured position at Monash University. She is a Senior Lecturer in the School of Educational Psychology and Counselling and has had over 30 publications in peer-reviewed journals. She is also a member of the Monash University Human Ethics Committee and has been invited to sit on the editorial boards of The British Journal of Guidance and Counselling and Frontiers of Public Health. Her research interests lie in understanding and supporting the mental health needs of families, parents, and children.

Dr Laletas has over 20 years' experience in various leadership roles in the mental health and education sectors.

As a result, Dr. Laletas has experience in compliance and governance at local, state and federal levels.



Dr Paki Rizakis

– Vice President, Chair, Chair Quality Care and Clinical Governance Committee

Appointed November 2022

Attended 9 meetings of an eligible 9

M.B.,B.S.,F.R.A.C.G.P.

Dr Paki Rizakis was born in Australia of Greek heritage and trained as a medical doctor in Melbourne. She has a Fellowship with the Royal Australian College of General Practice, is a member of the Specific Interest Group in Aged Care and has a teaching Associateship with Monash University. For the past fifteen years her clinical work has focussed on Aged Care where she acts as on-site clinician, serves as a medical representative on affiliated boards and contributes to medical publications.

She provides high quality care to every patient in a holistic and culturally-sensitive manner and is always respectful of their expectations. She works collaboratively with all members of staff within an aged care facility and consults with governing authorities ensuring that aged care services meet the highest standard of care.

She understands that ageing is a very challenging process for the individual and for those caring for them. She strongly believes however, that working as a team with open communication and mutual respect makes the experience beneficial for the recipient and rewarding for the providers of care.



Kostas Livadaras

– Treasurer, Chair of FRAC Committee

Appointed November 2020

Attended 13 meetings of an eligible 13

BA, MPraccAcc, MIPA

Mr Kostas Livadaras joined the Fronditha Care Board in 2020, and in June 2021 was appointed Treasurer and Chair of the Finance Risk and Audit Committee.

Mr Livadaras has over 25 years of experience in finance and strategy across a range of diversified industries including the Medical and Aged Care Sector.

Mr Livadaras has a deep understanding of compliance and corporate governance, has held roles and advised businesses as a non-executive director to their board and as a member of finance and related committees.



Jim Babalis

– Company Secretary, Chair Governance Committee

Appointed November 2022

Attended 9 meetings of an eligible 9

LLB, BA (Hons), Law

Jim is an accomplished employment law expert with extensive experience in workplace and industrial relations, insurance (including employment practices liability, directors and officers liability, and professional indemnity), and workcover/comcare matters. He has worked in a variety of roles in Government, Private Practice, Insurance and Health and he regularly shares his knowledge to employer groups and human resources managers on employment and industrial relations issues.

Jim also provides advice on representation and regular business support to employer clients in a wide variety of employment and industrial relations matters.

Jim holds a Bachelor of Laws and Bachelor of Arts (Hons) in International Relations from La Trobe University and is a member of both the Law Institute of Victoria and the Australian Insurance Law Association.



Dr Helen Kalamboukas

– Director

Appointed June 2023

Attended 1 meeting of an eligible 1

BA Melb, BEd La Trobe, PhD Swinburne

Helen's career spans various roles including co-ordinator of the Greek Women's Learning Centre and the couple and family counsellor with the Australian Greek Welfare Society.

She was appointed international student counsellor at Swinburne University of Technology in 1993 and then Manager of Student Services (1998-2005). She received the Swinburne Vice-Chancellor Award - Innovative Programs twice and from 2005 - 2010 she was appointed lecturer for Monash University, delivering courses of Master in Counselling in Melbourne, Hong Kong and Singapore.

In 2008 Helen established the Centre for Emotional Intelligence in East Melbourne. Since 2015 Helen was enlisted with Australian Institute for Macedonian Studies and since 2019 is the Board Chair.

She is a frequent commentator on Greek media and has been a member of numerous professional bodies.

Board of Directors



Jill Taylor (Nikitakis)

– Director from May 2013 to November 2022, Attended 5 meetings of an eligible 5

B. Bus. (Accounting), CPA, MAICD

Ms Jill Taylor (Nikitakis) first joined the board in 2013 and held the position of the Fronditha Care Company Secretary from 2015 until November 2020. She was appointed President of Fronditha Care in December 2020.



Nicholas Giasoumi

– Director from November 2021 to June 2023, Attended 7 meetings of an eligible 13

CA ANZ, B Comm

Nicholas joined the Fronditha Care Board in November 2021 and was member of both the Finance Risk and Audit Committee and the Governance Committee.



John Kallitsas

– Director from December 2020 to June 2023, Attended 7 meetings of an eligible 13

BA (Hons) Melb, MIB Melb, MAICD, Hellenic Australian Chamber of Commerce (HACCI) Secretary

John joined the Fronditha Care Board in December 2020. He was appointed Company Secretary of the organisation in November 2021 and was a member of the Finance, Risk and Audit Committee and Governance Committee.



Alex Krassas

– Director from November 2021 to May 2023, Attended 9 meetings of an eligible 13

B.App.Sci, Dip.OH&S Associate Fellow of the Australian Institute of Management

Alex Krassas joined the Fronditha Board Care Board in November 2021 and is a member of the Governance Committee.



Jim Karabinis

– Director from November 2022 to May 2023, Attended 5 meetings of an eligible 9

Jim joined the Board in November 2022 and he was a Member of the Governance Committee.

Our Supporters

BENEFACTORS

Individuals

Andrianakos Nick
 Andrianopoulos Andreas
 Angelodemou Stelios
 Balasis Ignatios
 DeMangos Stan
 Floratos Dimitrios and Spiridoula
 Kalaboukas Helen
 Katsifolis Stavros
 Kyritsis Con
 Nakas Arthur
 Nakas George
 Palatsides Paula
 Stefanovski Meni
 Taptopulos Anatoli
 Thodos Harry
 Tsalikidis Steven
 Vournazos Anna

Organisations

Bendigo Bank (formerly Delphi Bank)
 Contemporary Video Visions Pty Ltd
 Delta Sales Pty Ltd
 EEAMA, Philanthropic Soc. Of Greeks from Egypt & The Middle East
 Greek Orthodox Community of Box Hill
 Hickory Group
 Hippocrates Australian Greek Aged Persons Association
 Kapiris Bros
 Manasis Dance Group
 Nafsika Stamoulis

Foundation

NIKPOL
 Philanthropikos Syllogos-Dimos Meligala Messinias
LIFE GOVERNORS
Individuals
 Akritidis Anthy
 Alatsas Spiros
 Andreou Lito
 Augustes Peter
 Beris Anthony
 Callas (Catsaras) Pota
 Constantinou Conn
 Constantinou Patricia
 Darivakis George
 Demetriou George
 Dunstan Raymond
 Economou Peter
 Frangioudaki Rena
 Fronistas Jacob
 Gabriel Rita
 Grountas Anita
 Grountas Stefanos
 Hatzipandelis Pandelis
 Hatzis Sophie
 Iatrou Maroula
 Kabastanakis Phillipas
 Kaimakamis Stefanos
 Kallergis Kostas
 Kalodimos Jim
 Kapiris Harry
 Kapiris Peter
 Karas Chrissa
 Karathanassis Chrisostomos
 Konstantinidis Nikos
 Kotis Melina
 Kyritsis George
 Lara Mary

Leith Peter

Livingston Joan
 Mantzis George
 Mitras Nick
 Moschidis Spiros
 Nakas Virginia
 Novakoglou Sam
 Novakoglou Joanna
 Pagonis Leigh
 Panayis Andreana
 Perryman John
 Petrakis John
 Pliakos Steve
 Revis Tasos
 Rivans Evangelia
 Saltos Athanasios
 Soldatos Irene
 Soldatos Angelo
 Stamoulis Helen
 Takouridis Koula
 Tatts Sophie
 Taylor Katina
 Tsagaris Nick
 Tseprailidis Anastasios
 Varagianis John
 Varagianis George
 Vetsicas Angela
 Vournazos Betty
 White Beverley Joy

Organisations

Bridge Street Industrial Clinic
 Cretan B'hood Of Melb. & Vic
 Cypriot Community Of Melb & Vic
 Ethel Herman Charitable Trust
 Perpetual Trustees Australia Limited
 Felton Bequest Committee

Flora & Frank Leith Charitable Trust
 Tolhurst Druce & Emmerson
 Greek Orthodox Community of Clayton
 Greek Orthodox Community of Hobsons Bay
 Greek Orthodox Youth of Australia-GOYA
 Gregorios Lodge
 Hellenic Freemasons Assoc Vic
 Ian Potter Foundation
 Isobel Hill Brown Charitable Trust
 Perpetual Trustees Australia Limited
 Ithacan Philanthropic Society
 Jack Brockhoff Foundation
 Limnos Poultry Pty. Ltd.
 Marathon Food Ind. Pty Ltd
 Marian & E.H. Flack Trust
 McLean Delmo & Partners H.V. McKay Charitable Trust
 Morea Architects
 National Australia Bank
 Perpetual Trustees Australia Limited
 Perpetual Trustees Australia Limited
 Port Melbourne Greek Community
 PRONIA
 Sidney Myer Fund & Myer Foundation
 South Melbourne Soccer Club -
 Tim & Terry Oyster Supply P/L

Trust Company of Australia Limited
 William Angliss (Victoria) Charitable Fund

LIFE MEMBERS

Individuals

Adgemis Betty
 Alateras Antonis
 Alexandrou Terry
 Anastasiou John
 Andriopoulos Peter
 Augoustakis Savas
 Bafitis George
 Balakis Bill
 Beasley Anastasia
 Bellesis George
 Bellesis-Lubliner Henriette
 Bossinakis Jim
 Boukogiannis Tom
 Cargakis Efrossiney (Soula)
 Carydias George
 Christophi Chris
 Chryssafis Chryssavgi
 Daglis Ellada
 Demetriades Rita
 Demetriou Andreas
 Demetriou Andrew
 Demetriou Anni
 Demetriou James
 Demetriou Phiv
 Demetriou Loulla
 Demetriou Spiridoula
 Digiaris (Danigelis) Dimitra
 Dimitriou J.
 Dimopoulos Maria

Doubaras Rita	Papaefstathiou Marina	Caravas Vivienne	Laletas Stella	Rizopoulos Eleni
Feretopoulos Vickie	Papanicolaou Nicholas	Cosmos Penelope	Lepidis Adam	Sakavaras Antonios
Flessias Antonios	Paras Chris	Demetriou Elsa	Liosis Christina	Serbos Rosa
Floudas-Tsementzis Kon	Pezaros Niki	Despoteris Christina	Livadaras Thalia	Siolis Anna
Galanis Dimitrios	Piperoglou Michael	Diacari Ellas	Livadaras Georgina	Siolis Stavros
Galanis Georgia	Psanoudakis Efthymios	Diacaris John	Livadaras Andreas	Spiteri Michael
Georgalas Constantine	Psanoudakis Theodora	Dimou Sandra	Livadaras Spiros	Stabelos George
Georgalas Carmel	Rhodian Brotherhood "Diagoras"	Dimou Alexander	Livadaras Kostas	Stamatopoulos Despina
Georgas Panayiota	Rose (former Triandafylidis) Michael	Dionyssopoulos Tim	Livadaras Isavella	Stathopoulos Ekaterini
Hadzidimitriou Anastasios	Salvaris Anna	Doufas Poppy	Livadaras Dimitri	Stathopoulos Alike
Halastanis Kassiani	Samartzis Mary	Doufas Spyros	Livadaras Jnr Dimitri	Stathopoulos Marinos
Haralambous Betty	Savas Pota	Drossinos Mary	Malapanis Petr	Stathopoulos Akiva
Iatrou Filitsa	Seremetis Aris	Fotinelis Polita	Marcou Mark	Stathopoulos Judy
Jones Gary	Seremetis Augusta	Georgiou Aspasia	Matziaris Garay Kleoniki	Stathopoulos Anastasia
Kalodimos Anastasios	Skitzis John	Giasoumi Margaret	Mavroudis Paul	Stathopoulos Aristidis
Kanagios Mary	Soucoultanos Haritomeni	Giasoumi Evan	Mavroudis Toula	Stefanatos Maria
Kanitsaki, AM Olga	Sourlos Chris	Giasoumi Peter	McMahon Athina	Stoupas George
Katsoulis Helen	Sourlos Sofia	Haros Gabriel	Michanetzis Ioannis	Taylor Cassandra
Keldoulis Anne	Teo Coula	Haros Irene	Midas George	Taylor Nikita
Kokkinias Arthur	Theodosi Christopher	Hatzimagas Maria	Nikitakis Afrolea	Theochari Nikki
Kokkinos Spyros	Theodosi Loulla	Hatzimagas Arthur	Nikitakis Athanasios	Theofilakos Betty
Kolivas - Tsourvakas Pauline	Theodoulou John	Hatzimanolis John	Nikitakis Greg	Theofilakos Nick
Kordaris Tassoula	Thouas Basil	Hatzimanolis Zaharoula	Ntrallos Theodoros	Tsokhas George
Kotomatas Leo	Tiliacos Michael	Kallitsas Marguerite	Papageorgiou Theo	Vamvakas Nicholas
Kotsiros James	Velmahos Ioannis	Kallitsas Mary	Papageorgiou Pelagia	Vamvakas Mary
Kouris Eftymia	Velmahos Mariathi	Kalodimos Pam	Papageorgiou Maria	Vassiliadis Phillip
Koutsoheras Tasia	Xypolytos Vicki	Kanatas Theo	Papageorgiou Dimitrios	Vavakis Afrodit
Kyritsis Helen	Zafiroopoulos Mike	Kantzou Julia	Papageorgiou John	Verginis Jasmin
Kyritsis Joanna	Zervas Nicholas	Karatsioris Martha	Papas Paul	Volteas Sara
Liakatos Aspasia		Karavas Liam	Paraskeva Anthoula	Vorilas Kathy
Liveriadis Panagiotis	MEMBERS	Karavas Betty	Patisteas Dennis	Vorilas Peter
Lolatgis Anthony	Individuals	Karavas Jonathan	Patras Yani	Xenofontos Rosey
Loukides Penelope	Agrotis Andriana	Karvelas Arthur	Patras Krisi	Xenofontos Jack
Marangoudis John	Andrianopoulos Joanna	Karvelas Helen	Patras Stella	Xenofontos Erin
Marendy Anna	Apostolopoulos Mariah	Katavolos Angela	Patras Harry	Xenofontos Xenofon
Michael Penelopi	Apostolopoulos Dean	Katsoulis John	Pavlou Andrea	Xipolitos Vicki
Mitrakas Eugenia	Apostolopoulos Vasso	Kenna Krysten	Pavlou Harry	Zaharias Amalia
Moisi Michael	Axarlis-Coulter Maria	Kondos Asimina	Pedagogos Eugenia	Zangalis Vassiliki
Moses Dora	Babalys Dimitrios (Jim)	Kothrakis Helen	Petrou Steve	
Mylonas B	Baltzi Mary	Koumides Helen	Protosaltis Despina	
Mylonas Helen	Calombaris Mary	Kyrifidis Konstantinos	Rizakis Paki	
Palioportas Terry		Laletas Anna	Rizopoulos Bill	
		Laletas James		
		Laletas Deana		
		Laletas Krystallo		
		Laletas Penelope		
		Laletas Michael		

Acknowledgments

We extend a heartfelt thank you to everyone who brings joy to the lives of the people we are privileged to care for.

Froniditha Care acknowledges the contributions made from the following valued members of the Fronditha Care family in FY 2022-2023:

Froniditha Care Elders
Board of Directors
Members, Benefactors and Life Governors
Staff
Volunteers
Australian Government
Victorian Government
Local Government

Aged & Community Care Providers Association
Hippocrates Greek Australian Aged Persons Association
OneFroniditha Auxiliary
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The families, representatives and friends of those in our care
Community Organisations
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Media Partners: Greek Media Group (3XY Radio Hellas & Ta Nea), Neos Kosmos, SBS, SBS Greek, 3ZZZ, ANT1 Pacific, Channel 31, Newcastle Herald, Newcastle Star, The Greek Herald, Ellinis, Aged Care Online, 2NUR, 2HD.

Photography: Fronditha Care and Sam Biddle

Report compilation, Fronditha Care Communications Team,
Odysseas Kripotos, Communications Manager and
Ria Georgiadis, Events and Communications Officer

Contacts & Locations

Residential Services

VICTORIA

Clayton
94 Springs Road,
Clayton South 3169
(03) 9239 2100

Templestowe
11 Omar St,
Lower Templestowe 3107
(03) 8850 5111

Thornbury
335 Station Street,
Thornbury 3071
(03) 9495 2300

St Albans
181 Furlong Road,
St Albans 3021
(03) 9365 4300

NSW

Mayfield, Newcastle
30 Crebert Street,
Mayfield East 2300
(02) 4016 4160

Independent Living Units

181 Furlong Road,
St Albans, 3021
(03) 9365 4311

Community Services

(03) 9552 4100

Support Hub

16 Anzed Court, Mulgrave 3170
(03) 9552 4100

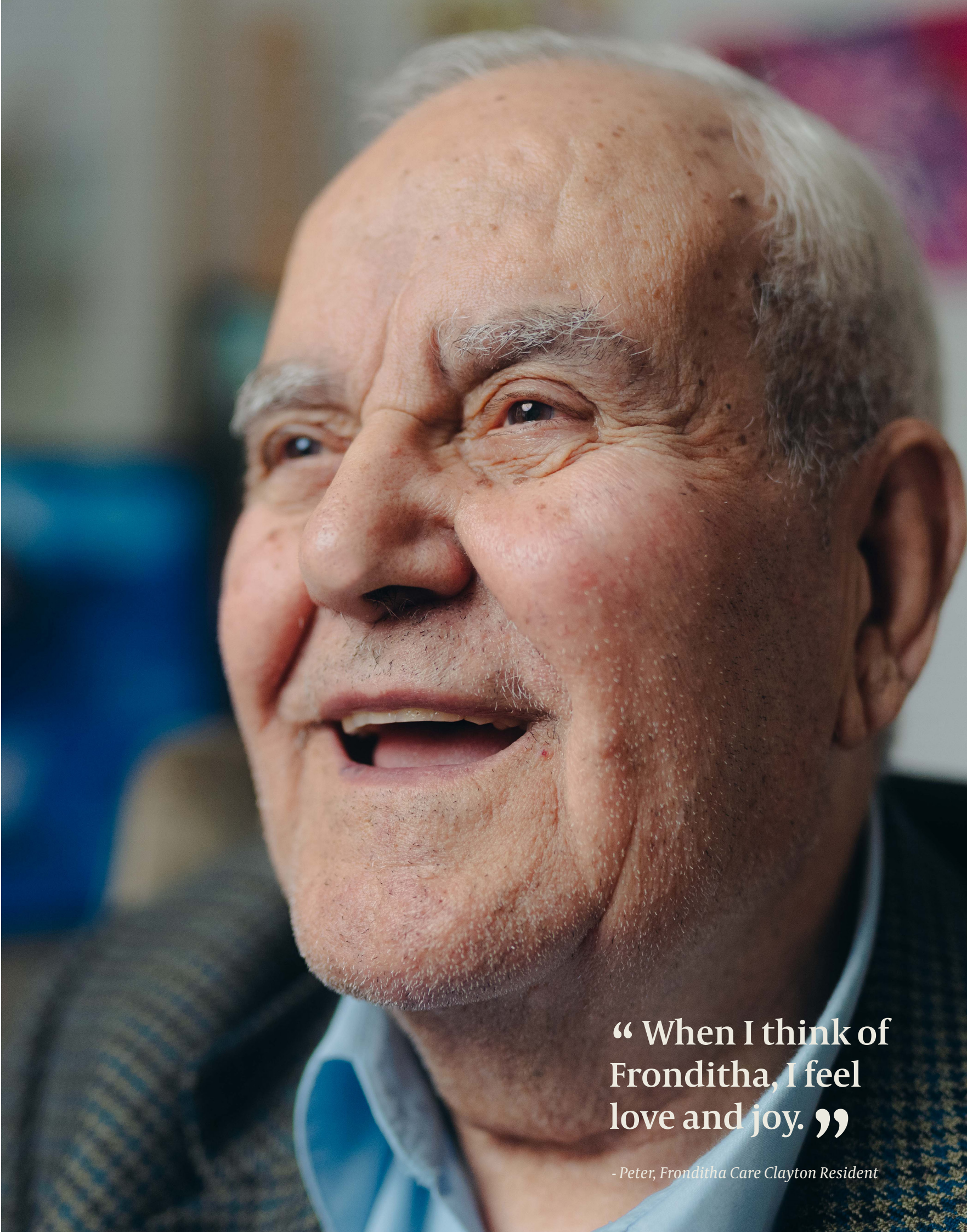
Let's Get Social

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“ When I think of
Fronditha, I feel
love and joy. ”

- Peter, Fronditha Care Clayton Resident

