THE BEST LIFE POSSIBLE

Annual Report

2023-24

BARUNGA
VILLAGE INC.

Barunga Village acknowledges the traditional owners of the lands on which our services are located and pays it respects to Aboriginal and Torres Strait Islander Elders, past, present and future.

This report is presented to you with compliments from the Board of Directors of Barunga Village in appreciation of your support and interest.

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INTRODUCTION TO

Barunga Village

Barunga Village is an award winning, community owned, not-for-profit organisation that offers quality retirement, community and residential services.

Head Office is located in the tranquil seaside town of Port Broughton on South Australia's Yorke Peninsula.

Barunga Village's friendly and professional staff strive to provide you the best life possible by delivering the highest standard of care through a range of services.

RETIREMENT: Retirement living at Barunga by the Sea and Barunga Cottages for over 55's.

COMMUNITY: Commonwealth Home Support Programme, Home Care Packages, private fee-for-service and Group Programs.

RESIDENTIAL: Residential aged care and day and overnight respite including specialised dementia care at Barunga Homes.

The diversity of services available enable the Barunga Village team to care for your ever-changing needs.

BARUNGA VILLAGE

Our Purpose

Wherever you live, whatever service you access, the Barunga Village team are committed to supporting you live, the best life possible.

What does **the best life possible** mean? We think it means, you feel listened to, have choices, are engaged, and receive care that best meets your needs. We want you to feel safe, that you belong and are content and comfortable with us.

We take pride in treating every person with respect. Everyone is an individual with different stories, unique interests and varying needs. We commit to really knowing our consumers, understanding them as people, personalising care and being responsive to their choices wherever we can.

Ensuring you feel part of a community is important to us. We go out of our way to create connections, engage with the community and build support networks around people.

We commit to supporting you live **the best life possible.**

REPORT

Chief Executive Officer

Elizabeth Carroll

I am pleased to present the 2023/24 Annual Report for Barunga Village.. This report highlights our significant achievements and progress over the past year, and outlines our strategic direction for the coming years.

A key accomplishment this year has been the development of our new Strategic Plan for 2024-2029. This comprehensive plan outlines our vision, mission, values, and strategic goals. Central to our strategy is a renewed focus on our role as a community-based aged care organisation. We are committed to providing high-quality services to our consumers and their families, across the retirement living, community and residential space, while also actively supporting the broader community in which we serve.

We have continued to enhance our service delivery and quality standards. This includes continued roll out of the Butterfly Approach relationship-based model of care, the Stepping On and Strength for Life falls prevention programs, and the Staying at Home dementia respite support program. Our focus on quality is reflected in our re-accreditation of Barunga Community Care under the Aged Care Quality Framework.

Our financial performance for the year has been positive. We have maintained a strong financial position, which enables us to invest in our services and facilities, and to build resilience for future challenges.

As we look ahead, we are excited about the opportunities presented by our new Strategic Plan. We will continue to focus on providing exceptional care to our consumers, supporting the community, and building a sustainable future for Barunga Village.

I would like to thank our dedicated staff, consumers, families, volunteers, and Board Members for their ongoing support and commitment. Together, we have achieved significant progress and are well-positioned to meet the challenges and opportunities that lie ahead.

This report provides a snapshot of our achievements and progress over the past year. I am confident that Barunga Village is well-equipped to deliver on our mission and vision, to support our consumers and those living in our community to live the best life possible.

REPORT

Chairperson

Julie Norman

Many years ago, I sat at a table where the phrase the best life possible was first suggested as our motto, mantra and key value statement.

Those words adopted at that point were acceptance of who we all are. They suggest that we have potential, that we can evolve and improve, but that we are still who we are, whatever the circumstances we find ourselves in. It is Barunga Village's ongoing aim and commitment to continue to empathise, improve, seek and make connections by showing understanding and kindness, in order for all those we serve, to live the best life possible.

The Board of Directors is made up of a group of dedicated local people who believe in the value and importance of Barunga Village. We have representatives from the medical community, people with management and financial skills, communicators and educators and administrators, all of whom believe that Barunga Village is a valuable and key organisation that has a role to support us all, one that is worth effort and care. Board Members are volunteers who attend meetings, are informed and are representatives of the community, consumers, family and friends.

Each Board Member attends monthly meetings and participates in key staff meetings. They are represented on Clinical, Quality, Risk, Finance, Nominations, and Capital Development committees. In this way, Board Members are able to speak to key workings, reporting on matters with knowledge, ensuring the Board of Directors is able to make logical and informed decisions.

This year we have seen a continuation and reinvigoration of the Butterfly Approach, with training for staff both delivered in-house, directed and overseen by the Meaningful Care Matters team. This program can be and is life changing, and is now introduced and supported across our organisation. Already, we are seeing and registering, reporting and documenting improvements in the well-being of those living with dementia, and with those who live with us and depend on us for support and care.

There is a real positivity across the organisation. It is something that we both value and respect. There is an attitude that seeps through us all and is respected by those who come into contact with Barunga Village. In recent meetings, I heard the following statements: "Barunga Village is and should be a positive experience." And, "Just because its hard or difficult doesn't mean we don't support or continue."

We continue. We all strive to do what is both right and the best for all. Barunga Village is an organisation that we all seek to serve with and to be proud of.

In closing, I would like to extend my heartfelt thanks to my fellow Board Members, the dedicated Executive team, and everyone who contributes to Barunga Village. Your hard work, commitment, and collaboration have been invaluable, and together we are making a meaningful impact. Thank you for your unwavering support and dedication.

INTRODUCTION TO THE

Board of Directors

Julie Norman, Chairperson

I have been a member of the Board of Directors for the past nine years. I believe that Barunga Village is unique and increasingly important to our community. My parents experienced the Barunga Village way of life, where care was expressed through kindness, understanding, love, and respect. I aim to leverage my skills to help sustain the valuable and essential services that Barunga Village provides.

Roger Nottage, Deputy Chairperson and Risk Representative

I am dedicated to the Board of Directors with the aim of enhancing a high-performing, vital local organisation, and I strive to support consumers, employees, and the broader community to the best of my ability.

Kenneth Bone, Board Member and Treasurer

I have thoroughly enjoyed my ten years on the Board of Directors at Barunga Village. Since relocating to Barunga by the Sea more than a decade ago, it has been a privilege to serve my community and share my expertise in finance and Microsoft Excel.

Jan Tod, Board Member and Risk Representative

I joined the Board of Directors to provide a consumer perspective, as my mother lives in Barunga Homes. I hope to help maintain the excellent reputation and high standard of care that the organisation has upheld for many years.

Robyn Bowley, Board Member and Clinical Governance

I have lived in Port Broughton for over 30 years and retired from the Port Broughton District Hospital and Health Services after 31 years, where I served as Nurse Unit Manager. My clinical and management experience in Community Nursing has given me valuable insights into Aged Care Clinical Governance. I find great fulfillment in contributing to the community as a Board Member at Barunga Village and am excited about new capital development opportunities and ongoing growth.

Debra Devlin, Board Member and Treasurer

I joined the Board of Directors in 2022 following my retirement. I am driven to give back to the broader Mid North community, and my role on the Board provides a valuable opportunity to do so. With extensive experience in governance related to youth, disadvantaged populations, homelessness, and domestic violence, I am eager to deepen my knowledge and embrace new challenges within the aged care sector.

Maree Wauchope, Board Member

I have experience in leading essential services, diverse teams, and major projects in infrastructure, transport, and planning. I am a leader in both the public and private sectors, having held executive roles in state and local Government, of which, I currently lead the Barunga West Council as Chief Executive Officer.

Richard Patterson, Board Member

With two decades of experience in managerial roles in the private sector, I was both eager and enthusiastic to join the Board of Directors at Barunga Village. I intend to leverage my skill set to support, enhance, and develop this valuable community asset.

MEETING ATTENDANCE

Board of Directors

Board

	Possible attendance	Attendance	Apologies
Julie Norman	11	11	0
Roger Nottage	11	9	2
Ken Bone	11	9	2
Debra Devlin	11	11	0
Jan Tod	11	10	1
Robyn Bowley	11	10	1
Maree Wauchope	6	4	2
Richard Patterson	4	3	1

Capital Development

	Possible attendance	Attendance	Apologies
Ken Bone	6	5	1
Julie Norman	6	6	0
Robyn Bowley	6	6	0
Maree Wauchope	2	2	0
Debra Devlin (Ex-officio)	1	1	0

Nominations

	Possible attendance	Attendance	Apologies
Julie Norman	5	5	0
Debra Devlin	5	5	0
Phil Harris (Community representative)	5	5	0

Finance

	Possible attendance	Attendance	Apologies
Roger Nottage	11	9	2
Ken Bone	10	9	1
Debra Devlin	11	11	0
Julie Norman (Ex-officio)	11	9	2

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BARUNGA
VILLAGE INC.
Retirement | Community | Residential

REPORT

Chief Finance Officer

Adam Drabsch

Our operating result in respect to the 2023/24 year was a surplus of $41,098 (surplus adjusted for other revenue). We do note that some expenditure may not have occurred without receipt of a Government grant.

Barunga Village realised an increase in operating revenue of 22% when compared to the prior year, which demonstrates continued growth in our organisation. Significant contributions to increased revenue were attributable to:

- **Residential** - increased 26% due predominantly to increases within AN-ACC funding to support increased costs in delivering care and specifically to assist with increased wages announced by Fair Work Commission;
- **Community** - increased 24% covering both Home Care Packages and the Commonwealth Home Support Programme, as with residential aged care the increase was to support increased costs in delivering care and to cover increased wages announced by Fair Work Commission.

We experienced an increase in salaries and employee benefits expenses of 28% compared to the previous year. Significant contributions to the increase in salaries and employee benefits were attributable to:

- **Residential** - increased 24% which resulted from both an increase in wages (industry wide) and agency staff required to meet mandatory care minutes; and
- **Community** - had an increase of 41%, representing an increase in team to deliver and an increase in wages (industry wide).

We repaid the borrowings that existed at 30 June 2023 within the year due to surplus funds being available. We have improved our strong cash position and had a focus on the investment of surplus funds to derive interest income. We are proud to highlight that our net interest income amounted to $141,542 within the year ended 30 June 2024, compared with a net expense of $97,468 within the year ended 30 June 2023.

We have made a significant investment within the capital assets within the year ended 30 June 2024 with a view to improving our existing facilities and planning for the future. We have made the following additions during the year:

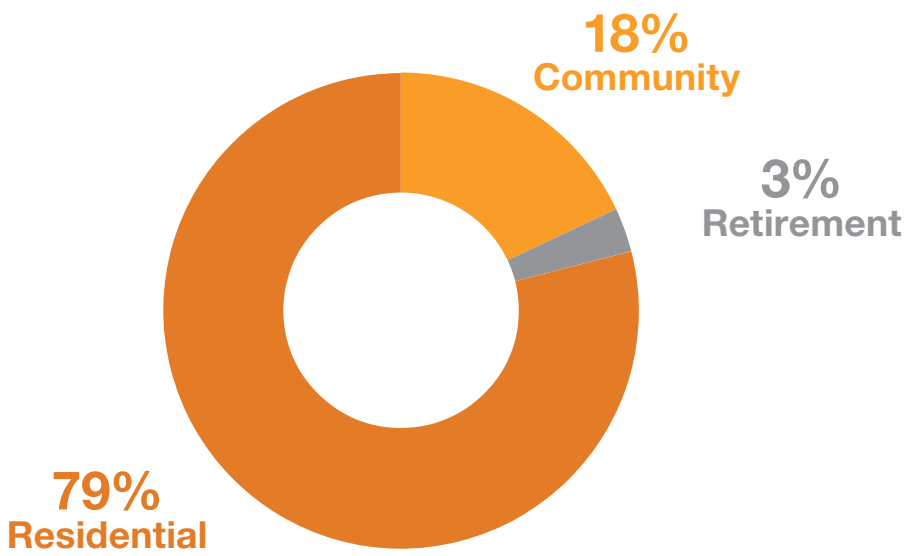
Asset class	Addition amount ($)
Land	$315,415
Buildings (improvements)	$19,416
Plant and equipment	$642,483
Fixtures and fittings	$94,888
Total	**$1,072,202**

We have a planned capital budget for continued investment into our facilities within the year ending 30 June 2025 and continue to identify opportunities regarding capital grants being offered.

Our Finance team has continued to develop as a direct result of both opportunity and knowledge sharing. We have further improved our management reporting to ensure that timely information is provided to both the Finance Committee and Board of Directors to enable more informed decision making.

We are proud of the result achieved within the year ended 30 June 2024 and believe the investment in facilities will benefit both current and future consumers. We are all looking forward to the opportunities that lie ahead.

Operating revenue



REPORT

Treasurer

Debra Devlin

It is pleasing to report that Barunga Village's balance sheet is strong, and we have again achieved an unqualified audit result from our auditors William Buck.

An operating surplus has been achieved in the past 12 months through a focus on sustainable growth; several very positive indicators including the high occupancy rate in Barunga Homes; and restructuring of the Finance Department.

The Board's decision to contract consultant Adam Drabsch, Chief Financial Officer and the promotion of Carly Barnes to Director of Business Operations initially stabilised the operations of the Finance Department and has quickly led to improvements in processes across all business operations. Adam's guidance and knowledge of aged care finances and Carly's thoroughness to improve systems have been invaluable in achieving our improved financial position.

We look forward to continuing to reap the benefits of the strengthened Executive Team of Directors, the sound leadership of Chief Executive Officer, Elizabeth Carroll and Adam's expertise as we work towards achieving our Strategic Plan 2024 - 2029 by being an efficient, financially viable organisation, providing the infrastructure and growing effective services that meet community needs.

Ken Bone resigned in March 2024 as Treasurer having served for many years in the role. Ken's calm demeanor, invaluable knowledge of financial matters and Excel spreadsheets, and leadership of the Finance Committee will be missed by both staff and Board Members. We sincerely thank Ken for his 10 years of selfless service, kindness and contribution to achieving the best life possible for all our people: consumers, staff and volunteers.

REPORT

Business

Carly Barnes

Barunga Village is dedicated to providing high-quality care and support consumers with their individual needs. Our goal is to enhance their quality of life through personalised care, community involvement, and continuous improvement.

This year we have introduced some new programs to the organisation to align with our values of striving to improve and supporting connections. We were able to set up the Community Group Programs, Strength for Life and Stepping On, made available through funding from the Rural Health Innovation fund. These classes are hosted in Port Broughton, Port Pirie and Kadina by our Fitness Instructor and overseen by a registered Physiotherapist.

The Staying at Home program was introduced and will run over a three-year period. This is a free education and retreat program designed at helping carers support their loved one living with dementia and build connection between people living the same experience. The program funded by the Australian Government Department of Health and Aged Care, and is open to anyone living in the Yorke Peninsula or Mid North region who has been diagnosed with dementia and their carer.

A new Nurse Call Bell system was installed at Barunga Homes, which allows for better reporting capabilities and is installed with real time location services. This enables us to know when House Members may require assistance, as well as dementia behaviour monitoring.

We were pleased to re-open Gloria's Coffee Shop to the public with a refurbishment to the area including new furniture, new menu, children play area and gift shop. It is lovely to see the coffee shop being utilised by House Members and their families, as well as the general public.

We introduced a study hub for staff to complete their training - with new flooring, desks, chairs and computers. Having educated staff who keep up to date with best practise is a high priority at Barunga Village.

Some other major refurbishments include new dining room furniture for Stanley and Spencer Houses, new Function Room tables and a vending machine for staff and visitors. A new larger effluent pipe connecting to the STEDS system and pumping station was also installed at Barunga by the Sea.

The new 2025 financial year budget has a focus on staff education and the Butterfly Approach education, which will be rolled out for staff across the organisation, as well as plans to implement our strategic plan including master planning for our vacant pieces of land.

Watch this space for some exciting things happening at Barunga Village over the next five years.

REPORT

Retirement

Jodie Webb

I am pleased to report on the successful establishment of our Resident Committee at Barunga by the Sea.

Following a resident vote, five dedicated individuals were elected to represent the community's interests and foster a harmonious village environment. Their commitment to representing the interests of our village, and addressing resident concerns is invaluable.

Barunga by the Sea's resident social committee significantly enhances well-being, social activities, and harmony within a retirement village by fostering a sense of community. By organising and coordinating various events, activities, and social gatherings, the committee creates opportunities for residents to connect, share experiences, and build lasting friendships. This increased social interaction contributes to improved mental and emotional well-being, reducing feelings of isolation often experienced by seniors. Moreover, the committee's role in addressing residents' needs and preferences helps to create a harmonious living environment where everyone feels valued and included, promoting a strong sense of belonging and satisfaction with their retirement lifestyle. We thank the committee for their hard work and commitment to improving our community. This year's vibrant calendar of events has included a diverse range of activities to cater to all interests, from the festive Australia Day BBQ to the cozy Christmas in July celebrations, residents have enjoyed trivia nights, lively Bingo games, and relaxing monthly movie afternoons.

During the past year, we refurbished two homes at Barunga by the Sea. While an extended settlement impacted occupancy rates, we maintained an average occupancy of 98% for the year. Additionally, two cottages received partial upgrades, and we continue our preventative maintenance program at both sites.

The growing waitlist is a testament to the appeal of our community, and we look forward to welcoming new residents in the future.

Demand for senior living options in our region remains strong. We have experienced consistent demand in enquiries for rental accommodation at Barunga Cottages, which highlights the critical need for high-quality senior housing.

Barunga by the Sea's strong reputation for providing a secure, welcoming, and community-oriented retirement lifestyle continues to create significant interest among prospective residents. This is evidenced by a consistently active waiting list and sustained inquiries.

If you are interested in learning more about our spacious 2- or 3-bedroom homes in our retirement village, or would like to arrange a tour of our facilities, please contact me on 8635 0528 or jodiew@barungavillage.com.au.

REPORT

Community

Jemima Rogers

As we reflect on the past year and look towards the future, it is evident that our commitment to delivering high-quality care and support remains steadfast.

Our focus has been on expanding our services, enhancing our reach, and meeting the diverse needs of our clients. Here is an overview of our achievements and future plans.

One of our key objectives is to broaden the scope of our Group Programs. These programs play a crucial role in fostering community engagement and providing valuable social interactions for our clients. We are actively working on increasing the number and variety of these programs to ensure that more individuals benefit from the sense of community and support they offer.

Our transport services, provided through the Commonwealth Home Support Programme (CHSP), are a vital part of our service offering. We are proud to support 73 clients by facilitating their access to essential services and social activities. This support not only helps clients manage their daily lives more effectively but also promotes their independence and well-being.

Domestic Assistance continues to be a cornerstone of our services. Over the past financial year, we have delivered an impressive 12,728 hours of domestic assistance to 269 clients. This extensive service provision underscores our dedication to supporting individuals with their daily living needs, helping them maintain their independence and quality of life.

Our Home Care Packages are designed to cater to a range of needs, with a total of 147 packages currently in place. These packages are categorised into four levels, offering varying degrees of support:

- Level 1: 11 packages
- Level 2: 77 packages
- Level 3: 47 packages
- Level 4: 12 packages

Each package is tailored to meet the specific needs of our clients, from basic assistance to more comprehensive care, ensuring that everyone receives the appropriate level of support.

In the past financial year, we provided 3930 hours of Social Support services to 62 clients. These services are designed to enhance social engagement and overall well-being, offering activities and support that contribute to a more fulfilling and connected life.

Our services span a significant geographical area across South Australia. This extensive coverage highlights our capability to deliver support across diverse and widespread locations, ensuring that even those in more remote areas receive the care they need.

As we move forward, our focus will remain on expanding our services and improving the quality of care we provide. With plans to enhance our Group Programs and continue delivering comprehensive support across various domains, we are dedicated to meeting the evolving needs of our community. Our broad geographical reach and commitment to personalised care underscore our mission to support and uplift every individual we serve.

We look forward to building on our successes and continuing to make a positive impact in the lives of those we care for.

147

Home Care Packages currently in place

REPORT

Residential

Catherine Manser

At the core of our care philosophy is the belief that each day should be filled with joy, connection, and fulfillment. In our residential aged care setting, we go beyond meeting physical needs, creating an environment where happiness is nurtured and celebrated.

We understand that joy takes many forms—whether it is a peaceful moment in the garden, a lively group activity, or shared laughter over a cup of tea. That is why we embrace spontaneity and create meaningful daily experiences, from festive celebrations to personal milestones.

Our staff play a key role in fostering joy. They learn each person's unique passions and preferences to personalise activities, whether it is organising a hobby, coordinating visits, or reconnecting with cherished memories. Enhancing quality of life through joy is always our focus.

We also celebrate small victories—whether it is rediscovering a hobby, making new friends, or simply feeling valued. These everyday moments are just as important as larger events, and we remain committed to making joy a constant part of our care.

While focusing on the daily experiences of our House Members, we have also achieved three significant milestones at Barunga Homes: revitalising hospitality services to address rural challenges, re-opening Gloria's Coffee Shop to energise the community, and launching our Butterfly Approach refresh project to transform care culture with deeper community involvement.

Culture change takes time. It can take years to fully embed, with 70% of staff needing formal training for a meaningful shift. With a similar proportion of our Butterfly House team fully-trained in Butterfly Approach, we have seen improvements, moving from a baseline 7/10 to 4/10 at mid-project review, and most recently to 2/10 in September 2024 with the current project goal being an Accredited Level 1/10 Butterfly Home by the end of December 2024.

My heartfelt thanks go to our dedicated staff for the love and energy they bring each day, as we continue to offer contemporary care in a place that feels like home.

YOU ARE MY SUNSHINE
LET THE REST OF THE WORLD GO BY

BARUNGA
VILLAGE INC.
WELCOME TO
Barunga Homes
Function Room Enter via ramp
Stanley House 70m
Renni House 70m
Dale House 140m
Eyre House 140m
Evelyn House 250m
Spencer House 70m
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REPORT

Volunteer

Stacey Meschede

This financial year, our volunteer hours increased with over 4000 hours kindly donated to Barunga Village by our volunteer team. These hours were across Barunga Homes and Community transportation.

Our Community transport drivers averaged five trips a week with approximately 240 drives provided to members of the community, both locally and to Adelaide.

We also had a large increase in our junior volunteer hours with a minimum of one junior volunteer assisting at Barunga Homes each day of the school holidays (including the larger Christmas school holiday break). Our junior volunteers have been assisting running extra activities throughout Barunga Homes which helps support connections with House Members.

Bringing the schools in our region to Barunga Homes creates a wonderful opportunity for connection between the younger and older generations. We hosted a barbeque lunch where House Members and the Sing-a-Long Group enjoyed a delightful afternoon with students from Port Broughton Area School, who captivated everyone with a lively play. In another heartwarming visit, 27 students from Harvest Christian College connected with House Members, whom they buddied up with and gifted beautifully handcrafted pottery, adding a personal touch that made the day even more special.

Throughout the entirety of the volunteering sector including metropolitan areas, volunteer numbers have decreased significantly in the past three years – some barriers include:

- Lack of time
- Health reasons
- Government requirements and restrictions
- Burn out
- Family and work commitments

It is our aim to eliminate these barriers where possible, and we are always willing to work with volunteers to ensure flexibility that aligns with their lifestyle.

We have been extremely grateful that our volunteer hours have increased, despite our volunteer team slightly decreasing. It just shows how incredibly special our volunteers are, and how willing they are to give their time to Barunga Village.

Key findings that were launched in the Volunteering SA 2023 survey was that there are approximately 951,800 volunteers across South Australia, and the top five motivators to be a volunteer were:

- To help others
- For enjoyment
- To use skills and experience
- For social and community connection
- To be active

We sincerely thank our volunteers for their time – their offering allows the organisation to offer extra activities, care and love to those we support.

REPORT

Risk

Jodi Russack

We are committed to continually improving our risk management framework, capabilities and culture across Barunga Village to ensure the long-term growth and sustainability.

Barunga Village's overall risk management is overseen by the Board of Directors however, risk management is the responsibility of everyone at Barunga Village. It is integrated into all parts of the business operations, including strategic and business planning, internal control and day-to-day operations.

It is important to have the appropriate risk management and internal control systems in place to identify, manage and mitigate risks which may impact the achievement of the Barunga Village objectives.

The Board of Directors delegate the responsibility to the internal Risk Management team who provide structured and systematic oversight of the risks and internal control systems. This team reviews and monitors the effectiveness of the organisations risk management and internal control systems throughout the year. The Risk Committee is comprised of the Executive team, a Board Member and chaired by the Risk Manager.

The Risk Manager supports the Risk Committee in the risk management process through ongoing monitoring and evaluation of the risk environment and the controls in place to manage those risks, in addition to the consideration of emerging risks which may impact the Barunga Village in the future.

Our Executive team are responsible for the effective operation of internal controls designed to manage and mitigate the risks and uncertainties.

The risks identified are categorised into financial risks, regulatory risks, workforce risks and consumer risks.

Our risk management system supports a safe, efficient and positive culture across the organisation, and ongoing, long-term commitment is crucial to our overall success.

REPORT

Staying at Home program

Melanie Carroll

The 2023/24 year has seen the Staying at Home - Mid North and Yorke Peninsula program hit the ground running, with significant achievements in recruitment, retreat implementation, and positive community impact.

This year has seen the creation of a strong foundation as a promising indicator to the programs ongoing success over the remaining two financial years of the grant.

Both the Project Manager and Project Coordinator have been appointed, bringing experience and expertise in both the mental health and nursing fields respectfully and providing holistic and informed support to enquirers and participants. Additionally, the development of the Barunga Village project team and steering group, comprised of key external stakeholders from across the state and country, has built a strong sense of collaboration. Through conducting monthly meetings with the project team, and quarterly meetings with the steering group, it has been insured that industry expertise have been included to inform program direction, particularly in the regional setting.

The previous 12 months have also seen the commencement of the first round of training for Community staff in the Butterfly Approach. Along with their usual roles within the community, these Support Workers make up the Staying at Home team at the retreats, and the training has equipped the team with the skills necessary to deliver meaningful engagement and dementia-informed care at the retreats. Feedback from these Support Workers highlight how beneficial and impactful these retreats are, not just for the participants, but also for the team.

This financial year, we successfully hosted three retreats in Port Victoria. These retreats provided a welcoming, relaxing, and supportive environment for participants. Notable activities included playing pool, playing Bocce, coastal drives, art museums, communal BBQs, and admiring incredible sunsets. We are incredibly excited for what the next two years hold, and continue to support people to be able to continue living at home for as long as possible.

> “Enjoyed the whole time”
>
> Participant living with dementia

> “I’m not alone anymore as a carer. Facilitator made this a breath of fresh air”
>
> Carer

REPORT

Marketing and Communications

Annabel Freeth

In today's competitive landscape, effective marketing and communication strategies are vital for any organisation. These strategies are crucial not only for promoting services to potential consumers, but for building a trustworthy and reputable brand.

Barunga Village's unique service offering reaches a large audience, therefore marketing requires specific targeting depending on the promotional activity. Our three key service offerings include Retirement, Community and Residential care, all of which serve a critical role in the Mid North and Yorke Peninsula region, providing essential care and support to ageing individuals. Effective marketing helps build awareness of our services, ensuring that families and potential consumers understand the options available to them. It allows Barunga Village to communicate its unique offerings, such as specialised care, programs and skilled staff, thereby differentiating ourselves from competitors.

Choosing a service provider is a significant decision for many families. Clear, transparent, and empathetic communications can ease this decision-making process. By providing detailed information on services, costs, care standards, and the overall living environment, Barunga Village has been able to build trust and confidence among prospective consumers and their families.

Actively promoting our services within the region has led to higher occupancy rates, both at Barunga Homes and Barunga by the Sea, and has also grown our Community services including in-home care and Group Programs. This promotion has been achieved through various means, including local television and newspaper advertising, social media, sponsorship for local community groups, and partnerships with healthcare providers.

In a competitive market, having a strong brand is essential to stand out. Barunga Village's orange brand and 'the best life possible' tagline shapes our brand, but does not define how we deliver our services. A brand is more than just a logo or tagline; it is about the emotional connection it creates with consumers and their loved ones..

A strong presence in the local and wider community enhances the reputation of our organisation. Consistent and positive messaging helps build trust, which is crucial in our industry where the well-being of consumers is paramount.

Furthermore, a well-regarded brand can lead to greater staff retention, as employees are more likely to stay with a reputable organisation.

Marketing and communications are essential components that contribute to the success of Barunga Village. Having appropriate and varied mediums of communications are fundamental in enhancing positive relationships and business efficiencies.

As we look into the future, our continued goal of a trustworthy and reputable brand remain the same however our main marketing strategies will focus on staff and volunteer recruitment and Community Group Programs, whilst our key three services of Retirement, Community and Residential maintain the consistency of our overall brand.

REPORT

Fundraising and donations

Annabel Freeth

Fundraising and donations are critical components for the sustainability and growth of non-profit organisations.

These financial contributions support Barunga Village purchase items that are otherwise not funded for. In the 2023/24 financial year, Barunga Village has seen notable engagement through donations, which underscores the importance of community support in achieving our goals.

In the 2023/24 financial year, Barunga Village received a total of $782.35 in donations, including contributions made in memory of loved ones.

At the close of the 2023/24 financial year, our fundraising budget stands at $976.40, which includes a carryover of $2,736.00 from the 2022/23 financial year. During this 2023/24 financial year, we successfully raised $1,512.40 through various fundraising activities, reflecting the ongoing support to Barunga Village. Activities that raised funds included diamond-art sales, recycling cans and bottles, selling display home furniture and chocolate sales. Throughout the year, $2200.00 was spent on Virginia Nursery vouchers which went towards the gardens at Barunga Homes, and a $1000.00 gift card purchase from the Port Broughton Hardware which would go towards soil, fertiliser and equipment as needed.

A financial foundation is essential and a goal we strive to achieve as it will allow us to plan and implement initiatives that require upfront funding.

The contributions received in the 2023/24 financial year serve as a testament to the community's commitment and will help us build on our efforts in the years to come.

INVITATION TO MAKE A

Bequest and/or Contribution

CONTRIBUTORS

You may wish to assist Barunga Village by becoming a contributor. Donations of $2.00 and over are tax deductible and your name will be entered on a list of contributors.

To become a contributor, please forward your donations to:
Chief Executive Officer
Barunga Village
7 East Terrace
Port Broughton SA 5522

FORM A BEQUEST

When making or altering your Will, you may wish to remember Barunga Village.

The need for retirement, community and residential services in the community is great and our ability to meet demands is limited.

For your assistance the following Form of Bequest may be included in your Will:

I,

Bequest to Barunga Village in the state of South Australia,

(here state Bequest)

and I direct that the said Bequest shall be applied by the Board of Directors at Barunga Village for the benefit of (delete option as desired)

☐ Retirement ☐ Community ☐ Residential ☐ As determined by the Board of Directors

I further direct that the said Bequest shall be paid free of duty, and that the receipt of the Chief Executive Officer for the time being of Barunga Village shall be a full and sufficient discharge for the payment thereof.

AWARDS

Recognition of Service

On behalf of the Barunga Village community, we would like to thank and acknowledge the following staff and volunteers for their commitment to our organisation.

Name	Years of service	Role at Barunga Village
Janyth Sims	25	Enquiries and Admissions Officer
Tegan Heinjus	20	House Carer
Lavina Blieschke	15	Volunteer
Sudarak Klingner	15	House Carer
Jordyn Avery	10	House Carer
Karlie Barclay	10	Administration and Finance Officer
Janice Blair-Nicholas	10	Volunteer
Julie Farley	10	Client Liaison Officer
Roger Nottage	10	Board Member
Amanda Maynard	10	Volunteer
Suzanne Noble	10	House Carer
Xiang (Alyson) Bao	5	Care Manager
Trudy Biddell	5	House Carer
Marco Blokpoel	5	House Carer
Carolyn Dickson	5	Support Worker
Jenny Ferme	5	House Carer
Demelza Foggo	5	Housekeeper
Anita Gower	5	House Carer
Anthony Mulraney	5	House Carer
Susie Olsen	5	Evelyn House Leader
Rachael Przibilla	5	Housekeeper
Alicia Rimington	5	Enrolled Nurse
Brenda Smith	5	House Carer
Belen Venables	5	House Carer
Chloe Wardrop	5	House Carer
Cameron White	5	Quality and ICT Officer

REPORT

People and Culture

Monica Merlano

Over the past year, Barunga Village has continued to evolve, with the People and Culture department supporting key initiatives that align with our strategic goals. This growth has included new systems, staff development, and a focus on enhancing organisational culture to promote education, well-being, and diversity.

In July 2023, we introduced the Ausmed Learning Management System, offering a flexible platform for staff to complete mandatory and optional training. A new Learning Hub was also established, providing a dedicated space for professional development. In November, we implemented Employment Hero, a Human Resources Information System that automates processes from recruitment to performance management, improving efficiency and reducing administrative tasks.

The People and Culture team expanded in August 2023 with the addition of a full-time People and Culture Officer, supporting new processes and fostering a culture of continuous learning. To ensure compliance with industry standards, actively participate in the ACCPA Workplace Relations Special Interest Group.

Barunga Village implemented the Manual Handling Champions program to reduce risks by enhancing staff skills in safe manual handling techniques guided by trained staff in each department. Additionally, we focused on staff development, providing five Support Workers with paid training for Certificate III in Individual Support and all the House Leaders with Leadership Fundamentals training. 14 managers were also certified as Mental Health First Aiders.

We also launched the Compliment Tree to encourage staff and volunteers to recognise each others efforts, creating a positive and supportive working environment.

In January 2024, we introduced Community Business Bureau (CBB) as our new salary packaging provider, enhancing benefits offered our staff access to the Remote Area Benefits. We also commenced the Aged Care Employees Enterprise Agreement bargaining process to update our staff working conditions.

Finally, as part of our broader strategy to attract and retain talent, we addressed recruitment challenges by participating in the UniSA Graduate Careers Program to promote Barunga Village as an employer of choice and Port Broughton as an attractive place to live.

REPORT

Desert City Wellbeing

Desert City Wellbeing (DCW) commenced operations on 20 November 2023, and has already made significant strides in improving the standards of food service.

One of the key changes includes offering two choices of main meals and introducing a seasonal menu rotation, changing four times a year. This approach is rooted in the philosophy that food is nutrition.

DCW is in the process of hiring a team of qualified chefs to lead the kitchen operations. The external food service dietitian has reviewed the latest menu and provided positive feedback, stating that the DCW catering team has developed an excellent menu that caters to the House Member's needs. The menu was crafted using House Member feedback and preference data, ensuring it is well-balanced in terms of colour, texture, flavour, and cooking methods.

Additionally, DCW has successfully reopened Gloria's Coffee Shop and implemented an online ordering system for school lunches and meals at the coffee shop. This innovation has been well received, resulting in a notable increase in the number of lunches served from Gloria's Coffee Shop.

REPORT

Auditors

COMMITTEES' REPORT

Barunga Village Inc.
Committees' report
30 June 2024

Barunga Village Incorporated is incorporated in South Australia as an Association under the Associations Incorporation Act 1985 and is registered as a charity under the Australian Charities and Not-for-profits Commission Act 2012. The committees present their report, together with the financial statements, on the incorporated association for the year ended 30 June 2024.

Committee members
The following persons were committee members of the incorporated association during the whole of the financial year and up to the date of this report, unless otherwise stated:

Debra Devlin
Jan Tod
Jason Kirk
Julie Norman (Chairperson)
Kenneth Bone
Maree Wauchope (commenced & resigned during the year)
Richard Patterson (commenced June 2024)
Roger Nottage
Robyn Bowley

Principal activities
The principal activities of the Association during the financial year was the provision of residential aged care services, home care services and retirement living.

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

Operating Results
The surplus of the Association for the financial year amounted to $1,109,740 (2023: $580,000 surplus).

On behalf of the committees

Chairperson

Deputy Chairperson

28 September 2024

REPORT

Auditors

Auditor's Independence Declaration under Section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012

To those charged with governance of Barunga Village Incorporated

As auditor for the audit of Barunga Village Incorporated for the year ended 30 June 2024, I declare that, to the best of my knowledge and belief, there have been:

- no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.

William Buck (SA)
ABN 38 280 203 274

G.W. Martinella
Partner

Adelaide, 4th October 2024.

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

	Note	2024 $	2023 $
Revenue	5	16,461,709	13,300,540
Expenses			
Depreciation and amortisation	6	(877,438)	(774,497)
Finance costs	7	(47,329)	(125,113)
Cleaning, laundry and catering expenses		(540,849)	(501,653)
Utilities		(235,221)	(264,431)
Salaries and employee benefits		(11,561,944)	(9,067,921)
Maintenance costs		(239,021)	(224,983)
Administrative and other expenses		(1,792,908)	(1,704,130)
Resident and client expenses		(57,259)	(57,812)
Surplus for the year attributable to the members of Barunga Village Inc.	18	1,109,740	580,000
Other comprehensive income for the year		-	-
Total comprehensive income for the year attributable to the members of Barunga Village Inc.		1,109,740	580,000

REPORT

Auditors

STATEMENT OF FINANCIAL POSITION

	Note	2024 $	2023 $
Assets			
Current assets			
Cash and cash equivalents	8	5,715,914	5,680,209
Trade and other receivables	9	591,224	805,026
Total current assets		6,307,138	6,485,235
Non-current assets			
Investments	10	14,317,843	13,944,000
Property, plant and equipment	12	18,125,681	17,930,917
Capital work in progress	11	59,364	-
Total non-current assets		32,502,888	31,874,917
Total assets		38,810,026	38,360,152
Liabilities			
Current liabilities			
Trade and other payables	13	970,428	1,062,993
Employee benefits	15	1,076,041	865,670
Refundable loans	16	25,045,852	23,837,838
Total current liabilities		27,092,321	25,766,501
Non-current liabilities			
Borrowings	14	-	1,967,916
Employee benefits	15	43,086	43,086
Total non-current liabilities		43,086	2,011,002
Total liabilities		27,135,407	27,777,503
Net assets		11,674,619	10,582,649
Equity			
Reserves	17	231,608	249,378
Retained surpluses	18	11,443,011	10,333,271
Total equity		11,674,619	10,582,649

To view the detailed financial report, please visit the Australian Charities and not-for-profits Commission website at www.acnc.gov.au.

STATEMENT OF CHANGES IN EQUITY

	BBS Capital Reserve $	Fundraising $	Grants - Capital Works $	Accumulated Funds $	Total equity $
Balance at 1 July 2022	187,655	17,947	2,433,275	8,486,968	11,125,845
Surplus for the year	-	-	-	580,000	580,000
Other comprehensive income for the year	-	-	-	-	-
Total comprehensive income for the year	-	-	-	580,000	580,000
Transactions with members in their capacity as members:					
Transfer to/(from) reserves	58,987	(15,211)	(2,433,275)	2,389,499	-
Adjustment for correction of error	-	-	-	(1,123,196)	(1,123,196)
Balance at 30 June 2023	246,642	2,736	-	10,333,271	10,582,649

	BBS Capital Reserve $	Fundraising $	Grants - Capital Works $	Accumulated Funds $	Total equity $
Balance at 1 July 2023	246,642	2,736	-	10,333,271	10,582,649
Surplus for the year	-	-	-	1,109,740	1,109,740
Other comprehensive income for the year	-	-	-	-	-
Total comprehensive income for the year	-	-	-	1,109,740	1,109,740
Transactions with members in their capacity as members:					
Transfer to/(from) reserves	(16,010)	(1,760)	-	-	(17,770)
Balance at 30 June 2024	230,632	976	-	11,443,011	11,674,619

STATEMENT OF CASH FLOWS

	Note	2024 $	2023 $
Cash flows from operating activities			
Receipts from customers and government		17,407,328	13,666,894
Payments to suppliers and employees		(15,621,698)	(12,211,838)
Donations received		-	130
		1,785,630	1,455,186
Interest received		188,871	27,645
Interest and other finance costs paid		(47,329)	(125,113)
Net cash from operating activities		1,927,172	1,357,718
Cash flows from investing activities			
Payments for property, plant and equipment and capital work in progress		(1,131,564)	(332,255)
Net cash used in investing activities		(1,131,564)	(332,255)
Cash flows from financing activities			
Net proceeds from RADs and entry contributions		1,208,013	1,546,868
Repayment of borrowings		(1,967,916)	-
Net cash from/(used in) financing activities		(759,903)	1,546,868
Net increase in cash and cash equivalents		35,705	2,572,331
Cash and cash equivalents at the beginning of the financial year		5,680,209	3,107,878
Cash and cash equivalents at the end of the financial year	8	5,715,914	5,680,209

Barunga Village Inc.
Committees' declaration
30 June 2024

In the committees' opinion:

- the attached financial statements and notes comply with the Australian Accounting Standards - Simplified Disclosures, the Australian Charities and Not-for-profits Commission Act 2012 and South Australian legislation the Associations Incorporation Act 1985;
- the attached financial statements and notes give a true and fair view of the incorporated association's financial position as at 30 June 2024 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the incorporated association will be able to pay its debts as and when they become due and payable.

On behalf of the committees

Chairperson

Deputy Chairperson

28 September 2024

REPORT

Auditors

Independent auditor's report to the members of Barunga Village Incorporated

Report on the audit of the financial report

Our opinion on the financial report

In our opinion, the accompanying financial report of Barguna Village Incorporated (the Association) has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- giving a true and fair view of the Association's financial position as at 30 June 2024 and of its financial performance for the year then ended; and
- complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

What was audited?

We have audited the financial report of the Association, which comprises

- the statement of financial position as at 30 June 2024,
- the statement of profit or loss and other comprehensive income for the year then ended,
- the statement of changes in equity for the year then ended,
- the statement of cash flows for the year then ended,
- notes to the financial statements, including material accounting policy information, and
- the Committee's declaration.

Basis for opinion

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 Association in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and 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 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 opinion.

Other information

The Committee are responsible for the other information. The other information comprises the information included in the Association's financial report for the year ended 30 June 2024, but does not include the financial report and our auditor's report thereon.

Our opinion on the 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 financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the 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 Committee for the financial report

The Committee of the Association are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Australian Charities and Not-for-profits Commission Act 2012*. The Committee's responsibility also includes such internal control as the Committe determines necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Committee are responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Committee either intends to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

The Committee are responsible for overseeing the Association's financial reporting process.

Auditor's responsibilities for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

REPORT

Auditors

COMMITTEES' DECLARATION

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at:

https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf

This description forms part of our auditor's report.

William Buck (SA)
ABN 38 280 203 274

G.W. Martinella
Partner

Adelaide, 4th October 2024

The best life possible

Retirement | Community | Residential

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